

**Michigan Rehabilitation Services –
FY 2015 Annual Report**
(FY 2016 Appropriations Act – Public Act 84 of 2015)

February 1, 2016

Sec. 803. The department shall provide an annual report by February 1 to the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, and house and senate policy offices on the efforts taken to remedy and improve the deficiencies found in the most recent auditor general report on Michigan rehabilitation services. The report shall include all of the following items:

- (a) Reductions and changes in administration costs and staffing.***
- (b) Service delivery plans and implementation steps achieved.***
- (c) Reorganization plans and implementation steps achieved.***
- (d) Plans to integrate Michigan rehabilitative services programs into other services provided by the department.***
- (e) Quarterly expenditures by major spending category.***
- (f) Employment and job retention rates from both Michigan rehabilitation services and its nonprofit partners.***
- (g) Success rate of each district in achieving the program goals.***



Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR

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a) *Reduction and changes in administration costs and staffing:*

The number of total Full Time Equated (FTE) positions for Michigan Rehabilitation Services (MRS) decreased by 1.2 FTEs for Fiscal Year 2015 (October 1, 2014 to September 30, 2015).

The MRS Administrative Staff (Central Office) was 32 FTEs at the beginning of Fiscal Year 2015 (October 1, 2014) and increased to 34 FTEs at the end of the fourth quarter (September 30, 2015).

b) *Service delivery plans and implementation steps achieved:*

MRS, working in conjunction with the DHHS/DTMB Core Planning Team finalized the floor plan and construction for the Detroit Clark Street office (which consolidates the Fort Street, Hamtramck and Porter Street offices). The move-in will occur in the first quarter of FY 2016.

The decision was made not to move the Western Wayne Office at this time.

DHHS has implemented a new business model of providing services where our clients are, rather than having the clients come to DHHS. This is accomplished by establishing worksites in locations other than DHHS local offices as well as having workers be truly mobile with no actual work location, but rather being out in the field using smart phones and tablets. MRS, as part of DHHS has implemented this business model through a Mobile Workers Project.

Phase I of the Mobile Workers Project, which involves staff within the Detroit Renaissance District, has been fully implemented. Thirteen (13) Vocational Rehabilitation (VR) Counseling staff have been deployed to the field. Mobile Worker VR counselors utilize available space in the community to meet customers at ancillary partner agencies. Mobile worker staff are outfitted with essential technology to assist them in the performance of their jobs.

Phase II has been implemented and completed which has added 30 additional trained VR Counseling staff to the field.

Phase III, which is also the final phase of the project, will include the remaining VR counselors in the Detroit Renaissance District, as well as selected counselors from the Western Wayne District. Training for Phase III staff has begun.

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c) Reorganization plans and implementation steps achieved:

The bureau-wide reorganization plans and implementation steps have been achieved. Consolidation of MRS district offices has resulted in a reduction of the number of district offices from fourteen to eleven. Also, consolidation has resulted in four field offices being combined into two. A new district manager began in September in the Eastern District to ensure consistency in support of continuing essential partnership agreements and increased joint initiatives.

d) Plans to integrate Michigan Rehabilitation Services programs into other services provided by the department:

Michigan Career and Technical Institute (MCTI) continues to integrate and export programming and services to reach and serve mutual customers served by DHHS and MRS. This is being achieved as follows:

Benton Harbor: Partnership, Accountability, Training, Hope (PATH): MCTI continues to bring a strong curriculum of technical, educational and literacy resources into communities to reach out to PATH participants in Benton Harbor.

MCTI, in a continuing partnership with the Michigan Works!/Kinexus in Benton Harbor, has completed its fourth Certified Nursing Assistant (CNA) training session in Benton Harbor. To date, 38 individuals have been successfully trained through this partnership and 28 are currently employed as CNAs. There is a waiting list for the next session, which is scheduled to begin during the 2016 Winter Term.

Expansion of Certified Nursing Assistant (CNA):

Two CNA training sessions at the Detroit Resource Network have been completed. Eleven individuals were successfully trained during the first session. Six have passed the state certification exam and seven are currently employed as CNAs. An employer agreed to hire one individual who has yet to pass the state certification, allowing the employee three months to take and pass the certification. Twelve individuals were successfully trained in the second session and they are in the process of completing their state certification testing. There is a list of interested individuals for another session.

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e) Quarterly expenditures by major spending category:

FY 15 - Expenditures

PROGRAM AREA:	DHHS - Michigan Rehabilitation Services				
LINE ITEM:	81520				
	Q1	Q2	Q3	Q4	Total
Personnel *	11,678,226	11,135,996	11,143,677	15,122,801	49,080,700
CSS&M Costs	628,890	915,345	961,319	1,494,647	4,000,201
Facilities Costs	3,045	4,002	3,725	4,441	15,213
Direct Services to Customer Service	4,373,656	8,439,995	8,561,534	11,171,093	32,546,278
Contract Costs	250,981	482,857	572,253	772,507	2,078,598
IT	-	4,493	7,072	821,672	833,237
Travel	86,570	117,038	129,150	190,926	523,684
Training	27,007	38,111	39,225	91,680	196,023
Other	-	-	-	-	-
Total	17,048,375	21,137,837	21,417,955	29,669,767	89,273,934
* Field Personnel Expenditures	10,687,219	10,229,918	10,215,909	13,847,213	44,980,259

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f) Employment and job retention rates from both Michigan Rehabilitation Services and its nonprofit partners:

The employment rate (or job retention rate) is defined as the number of customers that successfully obtain and maintain employment for 90-days.

The chart below provides the following information by MRS district site:

Annual Projected Goals/Goals Attained Fiscal Year 2015 – October 1, 2014 through September, 2015			
District Site	Annual Projected Employment Goal by District	Customers who Attained Competitive Employment During the Fiscal Year	Percentage of Customers who Attained Competitive Employment During the Fiscal Year
Ann Arbor	436	462	106%
Detroit Renaissance	1,080	1,015	94%
Grand Rapids	442	459	104%
Lansing	364	430	118%
Eastern & Macomb	1,043	896	86%
Marquette	207	230	111%
Northern & Mid-Michigan	775	799	103%
Oakland	570	579	102%
Southwestern	561	566	101%
Wayne	687	657	96%
West Central	530	535	101%
Total	6,695	6,628	99%

Annual Projected Employment Goal:

The number of customers projected to obtain and maintain competitive employment by September 30, 2015.

Number of Customers who Attained Competitive Employment During Fiscal Year 2015:

The total number of customers whose cases were closed as they successfully obtained and maintained employment for 90 days, between October 1, 2014 and September 30, 2015, as it relates to the annual goal.

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The chart below provides this information for MRS' nonprofit partners:

Purchased Placement Services Fiscal Year 2015 – October 1, 2014 through September 30, 2015	
Vendor	Customers who Attained Competitive Employment During the Fiscal Year
Michigan Association of Rehabilitation Organizations (MARO)	1,052
Non-MARO	1,745
Total	2,797

g) Success rate of each district in achieving program goals:

The success rate (or rehabilitation rate) is a federally-specified performance indicator defined as the percentage of clients, who after establishing a plan for employment within the Vocational Rehabilitation system, successfully complete rehabilitation services, and obtain and maintain competitive employment for at least 90 days.

Success Rate for MRS Districts (FY 2015 – October 1, 2014 through September 30, 2015)	
Ann Arbor	106%
Detroit Renaissance	94%
Grand Rapids	104%
Lansing	118%
Eastern & Macomb	86%
Marquette	111%
Northern & Mid-Michigan	103%
Oakland	102%
Southwestern	101%
Wayne	96%
West Central	101%