

MRS Improvement Report
(FY2019 Appropriation Act - Public Act 207 of 2018)

February 1, 2019

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, the house and senate policy offices, and the state budget office on efforts taken to improve the 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 Rehabilitation Services – FY 2018 Annual Report

(FY 2019 Appropriations Act – Public Act 207 of 2018)

a) Reduction and changes in administration costs and staffing:

The number of total Full Time Equated (FTE) positions for Michigan Rehabilitation Services (MRS) increased by 19 FTEs for Fiscal Year 2018 (October 1, 2017 to September 30, 2018).

The MRS Administrative Staff (Central Office) was 42 FTEs at the beginning of Fiscal Year 2018 (October 1, 2017) and increased to 44 FTEs at the end of the fourth quarter (September 30, 2018).

b) Service delivery plans and implementation steps achieved:

The newly implemented regulations related to the Workforce Innovation and Opportunity Act (WIOA) are designed to strengthen and improve the nation's public workforce development system and help individuals with significant barriers to employment, including individuals with disabilities, into high quality jobs, careers, and possible entrepreneurship or self-employment.

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, placing Strategic Focus in the following areas:

- Maximize the Integration of Business and Consumers as Dual Customers
- Provision and Expansion of Pre-Employment Transition Services
- Consistent Achievement of Competitive Integrated Employment Outcomes
- Continued Alignment with Core & Strategic Partners.

MRS expanded program efforts providing Services to Youth in Transition, achieving the 15% mandated Federal reserve for Pre-Employment Transition Services (Pre-ETS).

c) Reorganization plans and implementation steps achieved:

Michigan Rehabilitation Services (MRS) has taken the following actions:

- Development of a Unified State Plan with the 6 core programs of WIOA.
- Adopted common performance measures focused on increasing the prosperity of workers and businesses in the State of MI.
- Executed Memorandums of Understanding (MOUs) and Infrastructure Funding Agreements (IFA) with all Workforce Development Boards.

MRS utilizes an integrated service delivery model, braided funding, industry and sector partnerships, and career pathways development to better assist customers, youth in transition, business services, and Community Rehabilitation Organizations. This approach has allowed MRS and its many partners to transition individuals with disabilities into Competitive Integrated Employment as appropriate.

In addition, MRS continues adjusting policy to reinforce utilization of Labor Market Information (LMI) and will begin adjusting case review processes for LMI to test alignment of VR Services to labor market demands. As such, MRS has worked to position staff in key areas within the community and continues to align Bureau policies, programming, and staffing resources with the Workforce Innovation and Opportunity Act (WIOA).

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

MRS, in alignment with WIOA, continues to work closely with other state agencies and partners such as: MI Works, Department of Education, Bureau of Services to Blind Persons, Talent Investment Agency, Michigan Development Corporation, Unemployment Insurance Agency, Department of Licensing and Regulatory Affairs, Centers for Independent Living, Community Rehabilitation Organizations, and Employers to align programming, communication, funding, services, and ongoing communication.

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. MCTI has continued to integrate and export programming and services to reach and serve mutual customers of MDHHS and MRS.

The following outlines FY '18 programming:

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.

- **Certified Nursing Assistant (C.N.A.) Expansion Projects**

MCTI has had great success with the 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.

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. 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

e) Quarterly expenditures by major spending category:

Fiscal Year 2018 – Expenditures

PROGRAM AREA:		MDHHS - Michigan Rehabilitation Services			
LINE ITEM:		54200			
	Q1	Q2	Q3	Q4	Total
Personnel*	\$ 12,825,952	\$ 12,867,788	\$ 15,549,677	\$ 17,391,478	\$ 58,634,895
CSS&M Costs	\$ 561,487	\$ 1,681,588	\$ 1,113,899	\$ 1,487,227	\$ 4,844,202
Facilities Costs	\$ -	\$ 1,443	\$ 8,068	\$ 7,588	\$ 17,099
Direct Services to Customer Service	\$ 10,973,620	\$ 9,560,571	\$ 11,741,984	\$ 12,236,526	\$ 44,512,701
Contract Costs	\$ 1,054,266	\$ 1,785,627	\$ 714,805	\$ 355,562	\$ 3,910,260
IT	\$ -	\$ 5,791	\$ 5,560	\$ 162,434	\$ 173,786
Travel	\$ 111,564	\$ 138,727	\$ 214,107	\$ 300,195	\$ 764,593
Training	\$ 30,967	\$ 24,441	\$ 65,268	\$ 39,802	\$ 160,478
Total:	\$ 25,557,855	\$ 26,065,977	\$ 29,413,369	\$ 31,980,813	\$ 113,018,014
*Field Personnel Expenditures	\$ 11,782,707	\$ 11,584,954	\$ 13,785,550	\$ 15,505,991	\$ 52,659,202

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 who successfully obtain and maintain employment (competitive employment) for a period of 90-consecutive days.

Table A below provides the number of MRS customers who achieved Competitive Employment. Data broken down by MRS Districts:

TABLE A	
Number of Customers who Attained Competitive Employment Fiscal Year 2018 – October 1, 2017 through September 30, 2018	
District Site	Number of Customers who Attained Competitive Employment During the Fiscal Year
Ann Arbor	442
Detroit Renaissance	824
Grand Rapids	403
Lansing	346
Eastern	488
Macomb	442
Marquette	262
Mid-Michigan	443
Northern	335
Oakland	626
Southwestern	472
Wayne	835
West Central	509
Total:	6,427

Table B below provides the number of customers who achieved Competitive Employment through non-profit partners.

TABLE B	
Purchased Placement Services Fiscal Year 2018 – October 1, 2017 through September 30, 2018	
Vendor Partners	Customers who Attained Competitive Employment During FY'18
Community Rehab Organizations	2,561

g) Success rate of each district in achieving the 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 (Fiscal Year 2018 – October 1, 2017 through September 30, 2018)

Ann Arbor	89%
Detroit Renaissance	87%
Grand Rapids	101%
Lansing	100%
Eastern	71%
Macomb	76%
Marquette	96%
Mid-Michigan	90%
Northern	79%
Oakland	93%
Southwest	75%
Wayne	85%
West Central	89%