# A Pilot Study to Develop VR Case Review Instrument for WIOA Performance Measure Data Collection

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## Introduction

In 2015 the Rehabilitation Services Administration implemented the Workforce Innovation and Opportunity Act (WIOA). This Act changed the way Vocational Rehabilitation (VR) services were provided in all state agencies as well as the performance measures the RSA would now utilize to verify compliance. The Act also moved VR focus from quantity to quality, requiring a major change in how data was collected, interpreted, and reported. This project focused on the performance measures for case documentation and creating a consistent method of interpreting quality. The instrument is needed to measure compliance not only with WIOA but also with state and internal agency regulations.

##

## Method and Procedures

### Review Materials

* Reviewed of the RSA Monitoring and Technical Assistance Guide
* Reviewed the recent monitoring visit reports (Florida & Michigan) and had conversations with the directors
* Reviewed the existing Case Review instruments used by other agencies

### Needs Assessment

* Conducted a survey to assess level of understanding about the WIOA Performance Accountability Measures and current needs of VR counselors (N=16)
* Conducted a focus group meeting with VR supervisors & program directors to elicit their perceptions on quality documentation

### Individual Case Review

* Reviewed 10 cases to determine the availability of data necessary for the RSA reporting and monitoring.

Development of the SCCB Case Review Instrument (Four Sections & 25 Questions):

* Quality of Counseling Services & Documentation
* Quality of Vocational Preparation, Goal, Training, & Placement
* Quality of Closures
* Compliance with Regulations, Laws & Policies

### Validation Study

* Using the Case Review Instrument, 20 cases were reviewed by 3 regional VR supervisors, the VR Consumer Services Director, and the current evaluator
* Four Rating Scales: Minimally or not compliant, mostly compliant, compliant and N/A

## Results

* Primary Categories Reviewed: Application, Eligibility, Disability Classification, Vocational Assessment, IPE, Comparable Benefits, Closure, Employment Outcome, & Transition
* 97 cases were reviewed

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Number | % |  | Number | % |
| Medical/Eye Report in File  | 97 | 100% | Transportation Services Provided | 2 | 2.1% |
| IPE in 9 days | 87 | 89.7% | Low vision referral | 2 | 2.1% |
| Eligibility in 60 days | 72 | 74.2% | Benefits counseling noted | 2 | 2.1% |
| No CARN noted or missing info in CARN | 54 | 55.7% | Comprehensive intake summary | 0 | 0% |
| Case notes that do not “tell the story” of the consumer | 45 | 46.5% | Presumptive Eligibility | 0 | 0% |
| Impediments to employment documented | 16 | 16.5% | Credential attainment noted | 0 | 0% |
| Informed choice noted | 14 | 14.4% | Job ready form completed | 0 | 0% |
| Assessment Completed | 13 | 13.4% | Employment Documented | 0 | 0% |
| Functional limitations not listed | 11 | 11.3% | Closure Documented | 0 | 0% |
| Comparable benefits documented | 8 | 8.2% | Services to employer noted | 0 | 0% |
| Employment not recorded | 8 | 8.2% |  |  |  |

## Implications for Future Use & Recommendations

* Case management software needs extensive modification
* VR Program needs to develop a consistent training program
* Agency should have dedicated Quality Assurance personnel for case review purposes.
* Review instrument should be examined annually to ensure all RSA changes are implemented as needed
* VR supervisors should utilize review instrument to prepare for supervision and annual performance reviews with counselors

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