

STATE'S STRATEGIES AND USE OF TITLE I FUNDS [Attachment 4.11(d)]

Louisiana Rehabilitation Services (LRS) and the Louisiana Rehabilitation Council (LRC) have jointly developed and identified the following strategies the agency will use to address the following three (3) State Plan areas listed below. LRS in collaboration with the LRC will review these strategies and areas as needed and make any necessary revisions. The three (3) State Plan areas are as follows:

1. Address the needs identified in the Needs Assessment conducted under Attachment 4.11(a) and to achieve the Goals and Priorities identified in Attachment 4.11(c)(1).
2. Carry out outreach activities to identify and serve individuals with the most significant disabilities who are minorities, consistent with provisions of subsection 6.6 of this State Plan; and
3. Overcome barriers relating to equitable access to and participation of individuals with disabilities in the vocational rehabilitation and supported employment programs.

The Strategies identified in this attachment are also indicative of how LRS will allocate and use reserved funds identified in the Pre-Print Section 4.12, Innovation and Expansion, for the following:

1. For the 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 and goals and priorities of LRS identified in paragraphs 4.11(a) and (c) of this State Plan; and
2. To support the funding of the Louisiana Rehabilitation Council and the funding of the Statewide Independent Living Council.

This attachment also reflects the Strategies the Agency will use to meet the Goals and Priorities identified in Attachment 4.11(c)(1).

STRATEGIES TO ADDRESS GOALS & PRIORITIES

- OBJECTIVE A.1:** To develop a comprehensive succession plan to identify and prepare staff to meet the agency's management position needs through FY 2010.
- Strategy A.1.1 Complete an internal review of agency personnel and identify where current and potential gaps exist (beginning first with management positions) through FY 2006.
- Strategy A.1.2 Ensure job descriptions are inclusive of all essential job functions for those critical job positions identified that will be coming vacant within the next two to five years.
- Strategy A.1.3 Develop a process for identifying staff members to participate in succession training that will include specific criteria and methodology for tracking progress and development by FY 2006.
- Strategy A.1.4 Develop personal training plans for staff members interested in pursuing leadership positions by FY 2007.
- OBJECTIVE A.2:** To develop and implement a marketing plan geared towards increasing public awareness of LRS services to individuals with disabilities, businesses, the community, legislators, other agencies and the school systems through FY 2010.
- Strategy A.2.1 Develop a standing marketing committee for the agency inclusive of statewide representation to review, recommend, and coordinate marketing activities.
- Strategy A.2.2 Investigate the feasibility of contracting for professional assistance in development of a marketing plan.
- Strategy A.2.3 Increase the number of public service announcements broadcast annually.
- Strategy A.2.4 Conduct an evaluation of the LRS vocational rehabilitation program to identify the costs associated with the program and benefits that accrue to the state.
- Strategy A.2.5 Investigate the feasibility of placing current LRS Publications (Quarterly Reports/Agency brochures/Consumer Handbook) and referral information on the DSS/LRS Internet Web site.
- Strategy A.2.6 Collaborate with DSS Planning and DSS Information Technology place LRS Policy and Technical Assistance and Guidance Manuals on the DSS/LRS Internet Web site.
- Strategy A.2.7 Develop innovative methods of distributing, notifying and educating the general public of LRS services through publications and information (hard copy and Web materials).

OBJECTIVE A.3: To monitor and evaluate 100% of the Community Rehabilitation Programs (CRPs) annually for quality and cost effectiveness of service provision in order to assure compliance with agency standards through FY 2010.

- Strategy A.3.1 Revise CRP Vendorship procedures to include guidelines for denial and revocation of vendorship status.
- Strategy A.3.2 Revise and promulgate CRP Standards that include guidelines for denial and revocation of vendorship status.
- Strategy A.3.3 Monitor and evaluate CRPs through a Regional Annual Renewal Process.
- Strategy A.3.4 Monitor and evaluate the cost effectiveness of service provision by reviews of a sample of CRPs through site visits on an annual basis.
- Strategy A.3.5 Develop and implement means to measure consumer satisfaction with CRP services.

OBJECTIVE A.4: To provide resources to 100% of agency staff in order to increase their efficiency in service provision through FY 2010.

- Strategy A.4.1 Support field office staff by visits of State office management staff to regional locations on an annual basis.
- Strategy A.4.2 Support field office staff by State office management staff providing in-service training to regional staff on an annual basis, respective to their area(s) of responsibility, as applicable.
- Strategy A.4.3 Provide LRS staff with disabilities, written or electronic communication in accessible format(s) or provide other reasonable accommodations.
- Strategy A.4.4 Collaborate with other agencies to ensure cross training will occur between LRS, One-Stops, and other agencies.
- Strategy A.4.5 Upgrade communication systems (i.e. voice mail).
- Strategy A.4.6 Implement the Accessible Web-based Activity and Reporting Environment System (AWARE), the Web-based computer system for case documentation, caseload management, budgets and expenditures, and outcome reporting.
- Strategy A.4.7 Implement LRS multi-regional training, as feasible, in order to increase opportunities for agency staff to network statewide.
- Strategy A.4.8 Explore grant funding opportunities to serve more consumers.

OBJECTIVE B.1: To provide vocational rehabilitation services leading to an increase in employment outcomes to 1000 eligible individuals with disabilities through FY 2010.

- Strategy B.1.1 Promote agency input in the Memorandums of Understandings process in all One Stops, both in their creation and modification.
- Strategy B.1.2 Evaluate current policy and procedures for the order of selection, post-secondary training, and economic need criteria and make recommendations.
- Strategy B.1.3 Implement approved recommendations resulting from the evaluation of current policy and procedures.
- Strategy B.1.4 Increase Counselor contact with students with disabilities in secondary education in order to improve provision of vocational rehabilitation services to transition students.
- Strategy B.1.5 Request funding to increase the number of Counselors dedicated to providing services to transition students.
- Strategy B.1.6 Expand outreach activities to referral sources.
- Strategy B.1.7 Increase staff presence with private employers through partnering and/or collaboration to do job development.
- Strategy B.1.8 Increase resources for assistive technology assessment and devices to alleviate long waiting lists for assessments.
- Strategy B.1.9 Continue collaboration with the No Wrong Door initiative.
- Strategy B.1.10 Investigate having an on-line referral form (DSS/LRS Internet Web site) for greater consumer access.
- Strategy B.1.11 Explore the viability of posting one-stop information on the DSS/LRS Internet Web site and GEO-Mapping with ACCESS technology.

OBJECTIVE B.2: Through a quality assurance case review system, evaluate and monitor case record documentation to maintain at least a 90% average level of compliance with agency policy and procedures through FY 2010.

- Strategy B.2.1 Collaborate with DSS Quality Assurance to assist in developing an improved monitoring instrument.
- Strategy B.2.2 Collaborate with state office training section, relative to identified areas needing improvement, to make training recommendations, as applicable.

OBJECTIVE B.3: To improve service delivery to consumers by increasing competency of 100% of agency staff through professional development training opportunities by FY 2010.

- Strategy B.3.1 Develop a method and or tool to use with state office and regional staff that will assist in identifying appropriate annual In-Service training needs.
- Strategy B.3.2 Provide agency funding and/or support for professional staff to obtain a Masters Degree in Rehabilitation Counseling in accordance with the Comprehensive System of Personnel Development.
- Strategy B.3.3 Provide agency funding and/or support for new hires without a Masters Degree in Rehabilitation Counseling to attain this degree within 3 to 4 years of being hired.
- Strategy B.3.4 Develop and implement a plan for paraprofessional staff to obtain training relative to the vocational rehabilitation program per the Comprehensive System of Personnel Development.
- Strategy B.3.5 Continue to identify and provide opportunities for professional staff to attend leadership/management training programs.
- Strategy B.3.6 Develop and implement methods to increase recruitment and retention of qualified staff.
- Strategy B.3.7 Develop a method (preferably via DSS Internet) to inform universities offering a Masters Degree in Rehabilitation Counseling about agency job openings and how to apply for vacancies by FY 2006.
- Strategy B.3.8 Investigate available incentives through Civil Service for staff that attain advanced education, licensure and/or certification.
- Strategy B.3.9 Investigate possibility of having Civil Service utilize a written test that is more job specific for agency's professional entry-level positions.
- Strategy B.3.10 Develop and implement professional development training for Randolph Sheppard Management Analysts.

OBJECTIVE B.4: To increase by 12%, the utilization and efficiency of services, LRS operated Rehabilitation Employment Assessment Programs (REAPs) provide by FY 2010.

- Strategy B.4.1 Investigate and determine the most efficient assessment tools and incorporate these in the REAP facilities by end of FY 2007.
- Strategy B.4.2 Develop and implement a work readiness module in LRS operated REAPs that currently do not provide this service by FY 2008.
- Strategy B.4.3 Identify and access private Community Rehabilitation Programs (CRPs) to provide work ethic training in regions without REAPs; and then later explore expansion in those regions with REAPs as demand warrants.
- Strategy B.4.4 Develop and implement a job placement module involving the Rehabilitation Employment Development Specialist.

Strategy B.4.5 Investigate possibility of REAPs providing various kinds of training (i.e. sensitivity training, Americans with Disability Act, safety).

OBJECTIVE B.5: To expand opportunities and enhance consumer service delivery in the Randolph-Sheppard Program by opening five new locations by FY 2010.

Strategy B.5.1 Identify, investigate and develop viable new locations.

Strategy B.5.2 Continue to monitor all legislation, which might impact the program's preference (first choice at selecting to occupy available locations).

Strategy B.5.3 Expand training for licensed blind managers to enhance skills, entrepreneurial abilities, and quality of service to consumers.

OBJECTIVE C.1: To increase by 215, the number of individuals receiving independent living services in their homes or communities by June 30, 2010. (Independent Living Program)

Strategy C.1.1 Revise the policy and guidance manual for each program (State Personal Care Attendant, Supported Living, Direct Services-Part B, and IL Core Services) by June 30, 2008.

Strategy C.1.2 Conduct annual site reviews, to include technical assistance and any corrective action plans.

Strategy C.1.3 Develop and implement a consumer satisfaction survey tool to determine a benchmark of consumer satisfaction of independent living services.

OBJECTIVE C.2: To improve 700 consumers' ability to live independently in their homes and community annually through Independent Living Services for Older Individuals Who are Blind through FY 2008. (Independent Living Program)

Strategy C.2.1 To clearly define the service delivery needs for Older Individuals Who are Blind by working with an outside consultant to assess the program's current outcomes by December 2005.

Strategy C.2.2 Develop and implement recommended service delivery models inclusive of a common assessment process and a tool to measure consumer independence following service delivery no later than March 2006.

Strategy C.2.3 Re-evaluate the service delivery process within two years of implementation with the assistance of an outside consultant.

OBJECTIVE C.3: To increase by 4% per year, the number of consumers served by providing case management services, thus making public and private services more accessible through June 2010. (Louisiana Commission For The Deaf)

- Strategy C.3.1 Re-assess the hearing aid program, inclusive of funding, eligibility and vendor requirements.
- Strategy C.3.2 Re-assess the equipment distribution program, inclusive of funding, eligibility and vendor requirements.
- Strategy C 3.3 Re-assess individualized or specialized training activities to American Sign Language/English interpreters.
- Strategy C.3.4 Research and review case management service models in Louisiana.
- Strategy C 3.5 Devise a measurement of consumer satisfaction and determine management cost/benefits.
- Strategy C 3.6 To negotiate, design and implement inter/intra-departmental agreements to enable each department to make their services accessible to all consumer.

OBJECTIVE C.4: To improve the quality of services and to increase the number of individuals served by 10% by June 30, 2010. (Traumatic Head and Spinal Cord Injury Trust Fund Program)

- Strategy C.4.1 Evaluate the application process and scope of services by the end of FY 2006.
- Strategy C.4.2 Aggressively open cases and reduce the number of individuals on the waiting list.
- Strategy C.4.3 Improve the quality of training provided to case management personnel.
- Strategy C.4.4 Develop and implement a consumer satisfaction tool by the end of FY 2006.
- Strategy C.4.5 Continue to refine and update the current database to make it more functional.