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Year Two (October 1, 2016 – September 30, 2017)

San Diego State University – Interwork Institute

WINTAC

YEAR TWO ANNUAL REPORT

**Workforce Innovation Technical Assistance Center**

**Annual Reporting Form**

Name of individual completing the report: Chaz Compton

Organization: SDSU

Date submitted: 12-21-2017

**Section I: Universal TA**

Universal TA was provided primarily through the WINTAC website throughout Year 2. Website analytics for the fourth quarter are identified below:

# **Website Traffic Overview**

* Unique visitors 6,312 (increase by 1,743)
* Page views 39,638 (increase by 9,407)
* Visits 10,654 (increase by 2,888)
* Returning visitors 47% (decrease by 1%)
* New visitors 53% (increase by 1%)
* Pagers per session 3.7 (decrease by 0.2)
* Average duration per session 3 min. 48 sec. (decrease by 11 sec.)

# **Top 10 Pages Visited**

| **Pages** | **Page Views** | **Percentage** |
| --- | --- | --- |
| 1. [Topic Areas > Pre-employment Transition Services](http://www.wintac.org/topic-areas/pre-employment-transition-services) | **4,863** | 12.27% |
| 1. [Home page](http://www.wintac.org) | **4,359** | 11.00% |
| 1. [User > Login](http://www.wintac.org/user/login) | **1,701** | 4.29% |
| 1. [Training > Recorded Training](http://www.wintac.org/training/recorded-training) | **936** | 2.36% |
| 1. [Topic Areas > Pre-employment Transition Services > Resources](http://www.wintac.org/topic-areas/pre-employment-transition-services/resources) | **884** | 2.23% |
| 1. [Topic Areas > Pre-employment Transition Services > FAQs](http://www.wintac.org/topic-areas/pre-employment-transition-services/faqs) | **802** | 2.02% |
| 1. [User](http://www.wintac.org/user) | **799** | 2.02% |
| 1. [Topic Areas > Pre-employment Transition Services > Resources > WINTAC Pre-ETS Resources](http://www.wintac.org/topic-areas/pre-employment-transition-services/resources#preets_resources) | **755** | 1.90% |
| 1. [Training](http://www.wintac.org/training) | **748** | 1.89% |
| 1. [Topic Areas > Pre-employment Transition Services > What are the required Pre-employment Transition Services](http://www.wintac.org/topic-areas/pre-employment-transition-services#required_preemployemnts) | **735** | 1.85% |

# **Traffic Overview by States – 10 States with Higher Traffic**

| **Region** | **Sessions** | **% New Sessions** | **New Users** | **Pages / Session** | **Avg. Session Duration** |
| --- | --- | --- | --- | --- | --- |
| 1. California | 1,083 (10.82%) | 54.29% | 588 (11.30%) | 3.65 | 0:03:20 |
| 1. Virginia | 955 (9.54%) | 72.98% | 697 (13.40%) | 2.55 | 0:02:38 |
| 1. Maryland | 377 (3.77%) | 38.99% | 147 (2.83%) | 5.57 | 0:05:49 |
| 1. District of Colombia | 372 (3.72%) | 38.17% | 142 (2.73%) | 2.91 | 0:03:57 |
| 1. Oregon | 367 (3.67%) | 42.23% | 155 (2.98%) | 3.65 | 0:04:35 |
| 1. Michigan | 366 (3.66%) | 40.44% | 148 (2.84%) | 4.21 | 0:05:03 |
| 1. Texas | 360 (3.60%) | 54.72% | 197 (3.79%) | 4.07 | 0:03:38 |
| 1. Pennsylvania | 358 (3.58%) | 46.93% | 168 (3.23%) | 3.39 | 0:04:01 |
| 1. Florida | 312 (3.12%) | 64.42% | 201 (3.86%) | 3.98 | 0:03:16 |
| 1. Kentucky | 270 (2.70%) | 41.48% | 112 (2.15%) | 4.81 | 0:05:09 |

The website traffic has increased throughout the Year. Year 2 new users were at their highest point in the fourth quarter. The topic area of pre-employment transition services continues to receive the most traffic and this has been the case every quarter in Year 2.

**Universal TA of Note:**

The WINTAC presented or participated in three conferences in the final quarter of the year that would qualify as universal TA.

1. On August 3-4, we participated in the *Meeting Employer Demand in a Job-Driven Economy: Diversity, Inclusion, and VR's Evolving Role.* This national conference was put on by the JDVRTAC. We have worked collaboratively with them throughout the last two years in business engagement as a strategy for integration of VR in the Workforce Development System and as a way for VR program to achieve their common performance measures.
2. On August 24th, Christine Johnson presented at the annual training conference for the Oklahoma Rehabilitation Association. She presented on pre-employment transition services.
3. On September 6-7, Doug Keast participated in three presentations at the California Workforce Association conference in Monterey. He presented *on Collaborative Strategies to meet Business Needs in Six States, Shared Case Management, and Building Collaborative Career Pathway Models that Are Inclusive of All Job Seekers*.

**TA Requests through the Website**:

The “Request TA” tab on the website resulted in nine requests for TA this quarter. Below is a summary by topic area of TA requests by State and Topic area for this quarter:

Table 1

*Website TA Requests*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Website TA Requests for Year 2, Quarter 4** | | | | | | |
| **State Making Request** | **Topic Area and Number of Requests** | | | | | |
| **Pre-ETS** | **511** | **CIE** | **Integration** | **CPMs** | **TCI+** |
| Virginia | 1 |  |  |  | 1 |  |
| Wisconsin | 1 |  |  |  |  |  |
| Kentucky |  |  |  | 1 | 1 |  |
| Mississippi |  |  |  | 1 |  |  |
| Colorado |  |  |  | 1 |  |  |
| Minnesota | 1 | 1 |  |  |  |  |

**Section II: Targeted TA**

There were numerous incidents of targeted TA in the last quarter of Year 2. The following table captures these by VR program.

Table 2

*Targeted TA in Year 2, Quarter 4*

|  |  |  |  |
| --- | --- | --- | --- |
| **Targeted TA Summary by State Year 2, 4th Quarter** | | | |
| **Agency** | **Number** | **Topic** | **Result** |
| Arizona DOE | 200 | Pre-ets |  |
| Arkansas | 35 | TCI+ |  |
| Connecticut VR and CT DOL | 41 | Integration |  |
| DC | 3 | CPM | Led to ITA |
| Delaware Blind | 12 | CPM |  |
| Delaware General | 1 | CPM |  |
|  | 2 | Pre-ets |  |
| Florida Blind | 2 | Pre-ets | Led to ITA |
| Iowa General and DOL | 25 | Integration - MOU |  |
| Mass Blind | 8 | Pre-ets |  |
|  | 29 | CPM |  |
| Mass General | 5 | Pre-ets | ITA in development |
| Michigan Blind | 19 | Pre-ets |  |
| Michigan general | 5 | CPM |  |
|  | 2 | Integration |  |
| Michigan CIL | 1 | Integration |  |
| Multiple agencies - Summit Group | 90 | CPM |  |
| Multiple States - Career Pathways CoP | 150 | Integration - Career Pathways |  |
| Nebraska General | 2 | Pre-ets |  |
| NY Blind | 1 | Pre-ets |  |
| North Dakota | 6 | Integration |  |
|  | 3 | CPM |  |
| NRLI | 27 | All |  |
| Oklahoma General | 1 | CPM |  |
| OK Rehab Association | 125 | Pre-ets |  |
| Utah Combined | 17 | CPM | ITA in development |
|  | 1 | Pre-ets |  |
| Various | 82 | Career Pathways CoP |  |
| Virginia General | 1 | CPM |  |
|  | 1 | Pre-ets |  |
| Wisconsin combined | 3 | CPM |  |
| **Total** | **900** |  |  |

**Webinars or “Live Trainings” for Year 2:**

The WINTAC broadcast several webinars/live trainings in Year 2. Below is a list of webinars that we conducted this Year.

Table 3

*Webinars for 3rd Quarter of Year 2*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **WINTAC Live Training Participant Summary** | | | | | |
| **Date** | **TID** | **Training Title** | **Registered** | **Attended** | **CRC Credit as of 10/10/17** |
| 11/09/16 | N/A | Continuous Improvement Through Performance Measures/ Service Improvement and the Common Performance Measures | N/A | 24 | N/A |
| 11/16/16 | N/A | Transitioning to Common Performance Measures | N/A | 40 | N/A |
| 01/19/17 | 170401 | WIOA – Managing Systems Change: Challenges and Opportunities (LTID-170401) | 140 | 92 | 10 |
| 01/25/17 | 170501 | Program Implementation – Making It More Successful (LTID-170501) | 55 | 35 | 2 |
| 01/31/17 | 170402 | The Career Index Plus: Navigating and Utilizing a Comprehensive Online Labor Market Information System (LTID-170402) | 291 | 116 | 69 |
| 02/07/17 | 170403 | The Career Index Plus: Getting Started with Labor Market Information (Part 2 of 4-Part Series) (LTID-170403) | 319 | 117 | 31 |
| 02/15/17 | 170301 | Understanding Medicaid Funded Employment Supports for People with Disabilities (LTID-170301) | 103 | 55 | 24 |
| 02/14/17 | 170404 | The Integration Continuum – Where are you Now? (LTID-170404) | 79 | 57 | 2 |
| 02/21/17 | 170405 | The Career Index Plus: Enhancing the Counselor/Client Relationship Through the Development and Use of Client Profiles (Part 3 of 4-Part Series) (LTID-170405) | 145 | 83 | 35 |
| 02/28/17 | 170406 | Implementing WIOA: VR Leadership as a Core Partner (LTID-170406) | 248 | 108 | 15 |
| 03/07/17 | 170502 | Data Sharing Practices between Agencies (LTID-170502) | 139 | 89 | 11 |
| 03/14/17 | 170407 | The Integration Continuum – Where Are You Now? (LTID-170407) | 84 | 31 | 3 |
| 03/21/17 | 170408 | The Career Index Plus: Advanced Uses for Counselors and Clients in the Workforce Development System (Part 4 of 4-Part Series) (LTID-170408) | 144 | 70 | 34 |
| 05/16/17 | 170409 | Customer Centered Design and Common Service Flow (LTID-170409) | 149 | 81 | 10 |
| 05/23/17 | 170503 | Staff Evaluation Approaches To Align with Changes in Common Performance Measures (LTID-170503) | 223 | 103 | 18 |
| 06/06/17 | 170504 | Intro to Common Performance Measures and 911 (Repeat) (LTID-170504) | 124 | 74 | 17 |
| 07/18/17 | 170410 | Shared Case Management (LTID-170410) | 122 | 65 | 15 |
| 07/25/17 | 170302 | WIOA Definition of CIE (LTID-170302) | 175 | 101 | 49 |
| 08/01/17 | 170508 | Internal Controls (LTID-170508) | No pre-registration | 68 | 15 |
| 09/12/17 | 170506 | Using Performance Measures for Continuous Improvement - Part I (Repeat) (LTID-170506) | No pre-registration | 42 | 11 |
| **Total** |  | **20** | **2,540** | **1,451** | **371** |

**Communities of Practice**

The communities of practice were fully established this year. Below are the numbers of individuals that are signed up by topic area to receive information through the distribution lists on the website:

Table 4

*Distribution Lists Totals as of the 2nd Quarter, Year 2*

|  |  |
| --- | --- |
| **WINTAC Distribution Lists Totals for Year 2** | |
| **Topic Area** | **Number** |
| Pre-employment transition services | 577 |
| Implementation of Section 511 | 494 |
| Competitive integrated employment | 544 |
| VR Integration in the WDS | 529 |
| Common performance measures | 601 |
| **Totals** | **2,745** |

A summary of the targeted TA provided by type for Year 2 is included below:

Table 5

*Targeted TA Summary*

|  |  |
| --- | --- |
| **Summary of Targeted TA by Type for Year 2** | |
| **Type of TA** | **Number** |
| Direct service - Individual intervention with VR agency staff or partners | 5,296 |
| Webinars | 1,451 |
| Communities of Practice | 425 |
| **Totals** | **7,172** |

**Leadership Development**

One of the important developments in targeted TA during Year 2 was the ability of the to provide training and TA on WIOA implementation to participants of the National Rehabilitation Leadership Institute (NRLI). Dr. Fred Schroeder and Mr. Mike Greco provide training and coaching in a small group setting to leaders at the highest levels in VR programs from all over the country. NRLI allows us to engage these leaders throughout a twelve month process, and has been responsible for the development of intensive TA agreements being developed with some VR agencies including the District of Columbia Combined. In FFY 2017, there were Executive level Leadership staff from the following programs that participated in NRLI:

California combined

Iowa general

Maryland combined

Nebraska blind

Minnesota combined

New Hampshire combined

Missouri combined

Mississippi combined

Virginia blind

Wisconsin combined

Utah combined

District of Columbia combined

The participants in NRLI must complete a year-long project related to WIOA implementation in their agencies. These projects allow us to work with them in different phases of the project and to provide TA as need in-between sessions. The participants are able to share their struggles and successes with their cohort partners and to obtain valuable guidance and feedback from the other participants. Although NRLI began as an independent leadership program once RSA funding ended several years ago, since the passage of WIOA, we found that nearly every major leadership challenge was related to implementation of the new law. Consequently, we have been able to include WINTAC staff and consulting time as an important addition to NRLI, which has significantly contributed to the WINTAC’s ability to positively impact implementation of WIOA in VR programs across the country. Some of the projects that were completed in FFY 2017 included several that were focused on implementing pre-employment transition services and ensuring that the 15% reserve requirement was expended on allowable activities. One project focused on developing staff performance evaluations that reflected the change to the common performance measures, and one focused on effectively engaging business. Maintaining the integrity and administrative control of the VR program was another project begun by a program that recently moved to the Department of Labor as the DSA. The concept of integration of VR into the Workforce Development System continues to be a challenge for many agencies. It is clear from this year that NRLI will be an important mechanism for the WINTAC to each and engage Directors on a sustained basis and can be an important avenue for the development of future TA.

**Section III: Intensive TA**

A summary of the VR agencies that have an intensive TA agreement with the WINTAC, their topic areas and the TA partners are included in Table 6 below. The first quarter of Year Three will include at least two more additions to this list, with several others in various phases of development.

Table 5

*Intensive TA Agreements by VR program, Topic and Partner*

Intensive TA Agreement by VR Program, Topic and Partner

The spreadsheet identifying progress on activities, outputs and outcomes for each agreement is attached separately. The spreadsheet is separated by tabs at the bottom of the sheet by agreement for ease of navigation due to the volume of information. An evaluation of the program is included in the report attached, and this includes a discussion of outcomes to date.

WINTAC has signed intensive TA agreements with 21 states and 23 agencies at the end of Year 2. Table X provides a brief summary of intensive TA activities.

*Table 1: Summary of Intensive TA activities*

| Intensive TA Activities | Count |
| --- | --- |
| Number of Intensive intervention sites started | 21 |
| Number of activities started (all sites) | 172 |
| Number of activities completed (all sites) | 60 |

Out of the total 206 intended activities for WINTAC noted in the intensive TA agreements, 83% have been initiated. Close to a third (29%) are already completed and the rest are at different stages of implementation (see Figure Y).

Figure 1: Implementation Progress for Intensive TA Activities

**Pre-ETS progress**

18 of the intensive TA agreements cover Pre-ETS. The Pre-ETS team, on average, assists SVRAs through the following activities:

* Developing a plan for the provision of each of the required pre-ets services through community providers, education partners, contracting staff, or VR staff;
* Developing and implementing a plan to ensure that the 15% reserve of Federal funds are spent on allowable expenditures for pre-ets;
* Development and/or review of existing documentation policies and procedures for the provision of pre-ets and expenditures;
* Assisting with development of standards for provision of Pre-ETS services and establish a fee schedule for the provision of the 5 required Pre-ETS statewide; and
* Review current inter-agency agreements with SVRA and develop an updated inter-agency agreement with the State Education agency to use as a template that encompasses the required elements in WIOA to model, develop and implement local agreements for school districts/local education authorities.

Progress towards the short-term outcomes is summarized below:

***Short-term outcome: All eligible and potentially eligible students with disabilities in need of Pre-ETS services will have access to the appropriate required services.***

* **Progress towards expanding Pre-ETS coverage for all:** Most agencies are in process to ensure that all eligible students have access to Pre-ETS services. Four SVRAs (Alaska Combined, Iowa Blind, Maryland Combined and Nevada Combined) have already met this STO. These states have developed and put in action concrete strategies and resources with WINTAC’s assistance to ensure that Pre-ETS services are available to all eligible students with disabilities.

The strategies and resources are described and summarized through resource documents, policy notes, and fact sheets developed as outputs of WINTAC TA activities. As an example, WINTAC worked with Iowa Blind to develop and document the plan to provider and deliver Pre-ETS services to all eligible students with disabilities. A Resource Guide explains in detail about Pre-ETS services, eligibility and how students can access them. This is accompanied by fact sheets that offer examples of the types of services that students can receive (e.g. job exploration counseling, work-based learning experiences, workplace readiness training, instruction in self-advocacy) or guide school personnel on the process for referring students for Pre-ETS.

SVRAs that have met the outcome of making Pre-ETS available to all eligible students use a combination of direct services provided by a VR counselor, as well as in collaboration with local school districts and CRPs. Similarly, SVRAs that are still in the process of completely achieving this outcome, are undertaking several different actions to increase Pre-ETS coverage, such as:

* + - Writing Pre-ETS into agreements with education agencies;
    - Establishing fee for service contracts and other contractual agreements to provide Pre-ETS services;
    - Hiring more PETS Associates and training VR counselors to be able to deliver the five required services directly statewide; and
    - Developing targeted Pre-ETS program options.

As an example, North Carolina Blind reports the following efforts to expand Pre-ETS services: Direct Services by DSB-VR Counselors & other field staff according to the IPE; Student Mini-Centers conducted by DSB staff and Community Partners; Direct services by DSB-VR Rehabilitation Center Programs including World of Work, Youth in Transition, College Prep,

Sponsorship of Blind/Career Specific Summer Programs; as Approved Direct Services Delivered by DSB-PETS Associates. Students that are VR clients receive these services in all of the ways listed above, while those that are not yet clients (potentially eligible) are targeted through the DSB-PETS Associates specifically.

* **Number of students who have received services over Year 2:** In addition to ensuring that Pre-ETS services are available to all eligible students statewide, WINTAC is supporting SVRAs to increase the actual number of students served. Current reported numbers by participating SVRAs range from 10% to 25%. Some of the numbers reported for FY17 are provided in Table Y. There is a wide variation in percentage of eligible students served, but it is important to note that the numbers just offer one glimpse into the Pre-ETS outcomes and we do not have the number of applications received for each state.

| ITAA | Details |
| --- | --- |
| Alaska Combined | 850 served out of 3500 eligible (almost 25%); more than half (523), were students who live in rural or remote Alaska. |
| Arizona Combined | 625 students have received services in FY17, there are 40,268 students with disabilities that have an IEP so the number is around 1.5%. |
| Iowa Blind | *Numbers provided for FY16* – 87 students received services out of 196 potentially eligible and eligible students (~44%). |
| Kentucky Gen/Blind | Services provided to 3,299 students out of 25,616 in Kentucky who have IEPs or 504 plan (14%). |
| Maryland Combined | Served 1,555 students with disabilities in first two quarters of FY17 out of potentially eligible students equal to 10,000 (~16%). *Expecting 2,440 applications in FY17.* |
| Nevada Combined | Served 1200 out of 16,888 eligible students (7%). |

Another important factor is that many SVRAs have reported an increase in the number of students served in FY17 from FY16. SVRAs are also projecting substantial increases in coming years.

For example, in FY16, MA DORS served 826 students with disabilities through direct services provided by a VR counselor, as well as in collaboration with local school districts and CRPs. Comparatively, during the first two quarters of FY 2017, DORS served 1,555 students with disabilities. During federal FY 15, DORS received 1,061 applications from students in school who were less than age 22. During federal FY 16, DORS received 1,527 applications from students in school as of August 24, 2016. Given these numbers, DORS is projecting the number of applications from students with disabilities to increase by approximately 50% each year over a three-year period as follows: FY 17: 2,440 students; FY 18: 3,660 students; FY 19: 5,490 students. Nevada Combined is predicting a 10% increase in the number of students served in FY18.

***Short-term outcome: 100% of the 15% Pre-ETS reserve funds will be expended on the required and/or authorized services.***

Based on the figures provided during the reporting effort in September, five agencies are expected to meet or come close to expending all of the 15% reserve funds on required and/or authorized Pre-ETS services. Alaska Combined, Iowa Blind, Maryland Combined and Nevada Combined expect to meet or exceed their minimum reserve requirement and Rhode Island Combined reported expending 13% of the grant award on Pre-ETS by March 2017. Some agencies such as California Combined have received intensive TA on assessment of need and fiscal forecasting and are still in the process of developing or providing their fiscal data. All agencies that provided fiscal data and forecasting are on track to spend more on Pre-ETS in FY17 than FY16.

Some agencies had a substantial carryover from FY16 which will make it more difficult to meet the minimum requirement for FY17. Agencies are making targeted efforts to expend the reserve such as increasing the amount spent per student (North Carolina General/Combined) or planning to spend on authorized activities to build capacity in their state to provide Pre-ETS (Kentucky General/Blind).

**Section 511 progress**

11 of the intensive TA agreements cover Section 511, of which six are at a stage to be able to report on some outcome measures. The Section 511 team, on average, assists SVRAs through the following activities:

* Providing technical assistance to agency staff to increase their knowledge of WIOA and Section 511 requirements;
* Strategic planning for implementation of Section 511 requirements. Strategic plans, developed over several interactions through email and phone calls, lay out responsibilities for different team members and timelines;
* Developing and/or reviewing CC&I&R and self-advocacy resources and materials; and
* Based on agency demands, assistance in the development of policies and procedures that will assure compliance with all of the requirements of Section 511 and evaluation of 511 compliance.

Progress towards the short-term outcomes is documented below.

***Short-term outcome: 100% of the individuals in subminimum wage employment that are known to VR will receive career counseling, and information and referral (CC&I&R) services at the prescribed time intervals.***

Five of the SVRAs have achieved STO of providing CC&I&R services to all of the individuals in subminimum wage employment – Alaska Combined (190), Arizona Combined (2,000), Hawaii Combined (100), Idaho General (600) and Nevada Combined (1000). The WINTAC team is currently reviewing data from the Wage and Hour Division’s 14c information for California Combined.

***Short-term outcome: A decrease in the number of individuals with disabilities that choose to obtain or remain in subminimum wage employment.***

The success towards meeting STO 1 in a way shows incremental progress towards meeting STO 2 on decreasing the number of individuals with disabilities that choose to obtain or remain in subminimum wage employment. The WINTAC team will have a better picture of the change in numbers as more data is gathered over time. It is still early to analyze any changes as WINTAC is still waiting to receive data or observe case outcomes. At this point, numbers are available from three SVRAs and show minimal to no changes in the numbers for two of the agencies. In Arizona, there was a reduction of 752 individuals covered by 14 certificates from July of 2016 to July of 2017. 20 individuals applied for VR services in Arizona after receiving CC&I&R services provided by WINTAC. In Nevada, 191 youth were referred to VR services and 60 have already completed intake.

**Competitive Integrated Employment**

There are 15 intensive TA agreements that cover CIE. The CIE team has been providing the bulk of their TA on supported employment and the changes to the SE program in WIOA. The team has also been heavily involved in the customized employment projects in the six States that have these projects.

**Workforce Integration**

Nine of the intensive TA agreements cover Workforce Integration. The Workforce Integration team, on average, assists SVRAs and other core WIOA partners to increase alignment and integration as a Workforce Development System through a range of activities:

* Assisting with the development of an annual cross-agency collaborative transition institute;
* Assisting in the development of MOUs with partner agencies that include all of the required elements;
* Establishing procedures to strengthen the role of American Job Centers in integrated resource team strategies and serving consumers with disabilities, particularly persons who are blind;
* Application of the Career Pathways model which can include establishing role of agency as full partner in common career pathway model, facilitating discussions between core partners to establish role, and assisting the SVRA and core partners in developing service delivery approaches using the model;
* Assisting SVRAs and Core Partners in the review and development of an effective Business Services strategy to coordinate with other core partner agencies.

The progress so far in meeting short-term outcomes is documented below.

***Short-term outcomes: Promoting an integrated service delivery system***

In each of the SVRAs, the Workforce Integration team is going through the steps of creating an improved and integrated service delivery process. One of the ways in which the team aimed to do this was organizing an annual transition institute in the state which would help in planning and knowledge transfer between the core partners to maintain alignment and would increase in participation and impact over time. Alaska Combined has decided to hold regional partner and resource institutes in lieu of one single event with narrow transition focus. In response, WINTAC is providing TA to individual regions.

One of the key measures of an integrated service delivery system will be to assess how many individuals with disabilities are being served at AJCs in partnership with SVRAs. While the WINTAC team is still awaiting relevant data from participating SVRAs to gauge quantitative progress towards meeting this outcome, interim steps have been accomplished. For example, Iowa Blind (IDB) has established a procedure that addresses how individuals with disabilities are engaged in Job Center Service Activities in all 15 Iowa local regions. IDB staff will be a part of the Disability Access Committees set up under the 15 Regional Workforce Development Boards (WDBs). The Disability Access Committees at the regional level, as well as a Disability Access Committee at the state level, have been set up to promote workforce system integration and ensure that Iowa’s one-stop delivery system meets WIOA accessibility requirements.

WINTAC is also conducting activities to increase the capacity of AJCs to serve consumers with disabilities

WINTAC is also assisting SVRAs, for example Hawaii Combined and Virgin Islands Combined, to draft MOUs and establish shared service flow, cost-sharing arrangements, and common business practices with other workforce development partners. As another example, WINTAC is currently assisting Mississippi Combined in developing a written plan to identify and acquire the resources, capacities, role clarification, practices, processes and methods for provide an effective array of business services.

The Workforce Integration team is currently in the process of reviewing and redrafting the exact outcomes for this topic area. This is to clarify and sharpen the outcomes which will be used to evaluate the topic area.

**Common Performance Measures**

13 of the intensive TA agreements cover Section 511, of which six are at a stage to be able to report on some outcome measures. The Section 511 team, on average, assists SVRAs through the following activities:

* Increasing staff and leadership understanding of CPMs and the potential impact on policies and procedures, and specific implications for various VR positions;
* identifying processes to capture and report data necessary for the Common Performance Measures (CPMs);
* providing agency-wide training on the CPMs staff that focuses on how the CPMs affect the counseling process and client planning;
* developing policies and procedures and work performance standards for staff evaluation that reflect the new CPMs;

The progress so far in meeting short-term outcomes is documented below.

***Short-term Outcome: SVRA staff are trained and have increased knowledge of CPM.***

WINTAC has provided intended staff training for Hawaii Combined, Montana Combined, Mississippi Combined, and Nevada Combined and has partially completed staff training for Louisiana Combined and Rhode Island Combined. Additional training may be provided as needed. Assessment of change in knowledge has not yet occurred. WINTAC staff offer ongoing TA via email and phone calls.

WINTAC is also assisting SVRAs in drafting performance standards for evaluating staff and developing templates for evaluating services to clients and employers. This activity is completed for Arizona combined and ongoing for other SVRAs.

***Short-term Outcome: Gathering and reporting on the data elements necessary for the common performance measures; Successful achievement of all CPMs.***

The SVRAs have begun collecting new data elements for CPM reporting. The first quarterly reports on number of Measurable Skills Gains and Credentials will start becoming available after 911 reporting in November 2017. Employment and earning data will be available at the earliest after summer 2018. Some of SVRAs, such as Rhode Island and North Carolina, are still in the process of negotiating targets with RSA.

WINTAC has completed (Nevada Combined) or is working on revising or creating policies, procedures, and work performance standards for the SVRAs. Part of the exercise has involved process mapping to identify processes to capture and report data necessary for the CPMs and developing a vision /plan for how the SVRAs will use CPM/911 data for future agency and resource development.

**Section IV: Collaboration with other TA Centers**

We continue to collaborate and partner with other TA Centers in numerous projects and activities in all levels of TA. Common areas of collaboration in Year 2 include:

* Intensive TA agreements
* Communities of practice
* Webinars
* Live trainings
* Conference presentations
* Tool kit development
* The Career Index Plus
* Customized employment projects
* Monthly TACC calls

The customized employment projects are fully underway in six States that include:

* Minnesota – completed
* Montana – completed
* California – 3 sites in progress
* Idaho – 2 sites in progress
* Nevada – 2 sites in progress
* South Carolina – 2 sites in progress

There are several States in the development phase for CE projects. These include:

* District of Columbia
* New Hampshire
* Missouri
* New York
* Rhode Island
* Arizona

**Section VI: Program Evaluation**

Please see the attached program evaluation report.