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Year Three (October 1, 2017 – September 30, 2018)

San Diego State University – Interwork Institute

WINTAC

YEAR 3 ANNUAL Report

**Workforce Innovation Technical Assistance Center**

**Annual Report – Year 3**

Name of individual filling out form: Chaz Compton

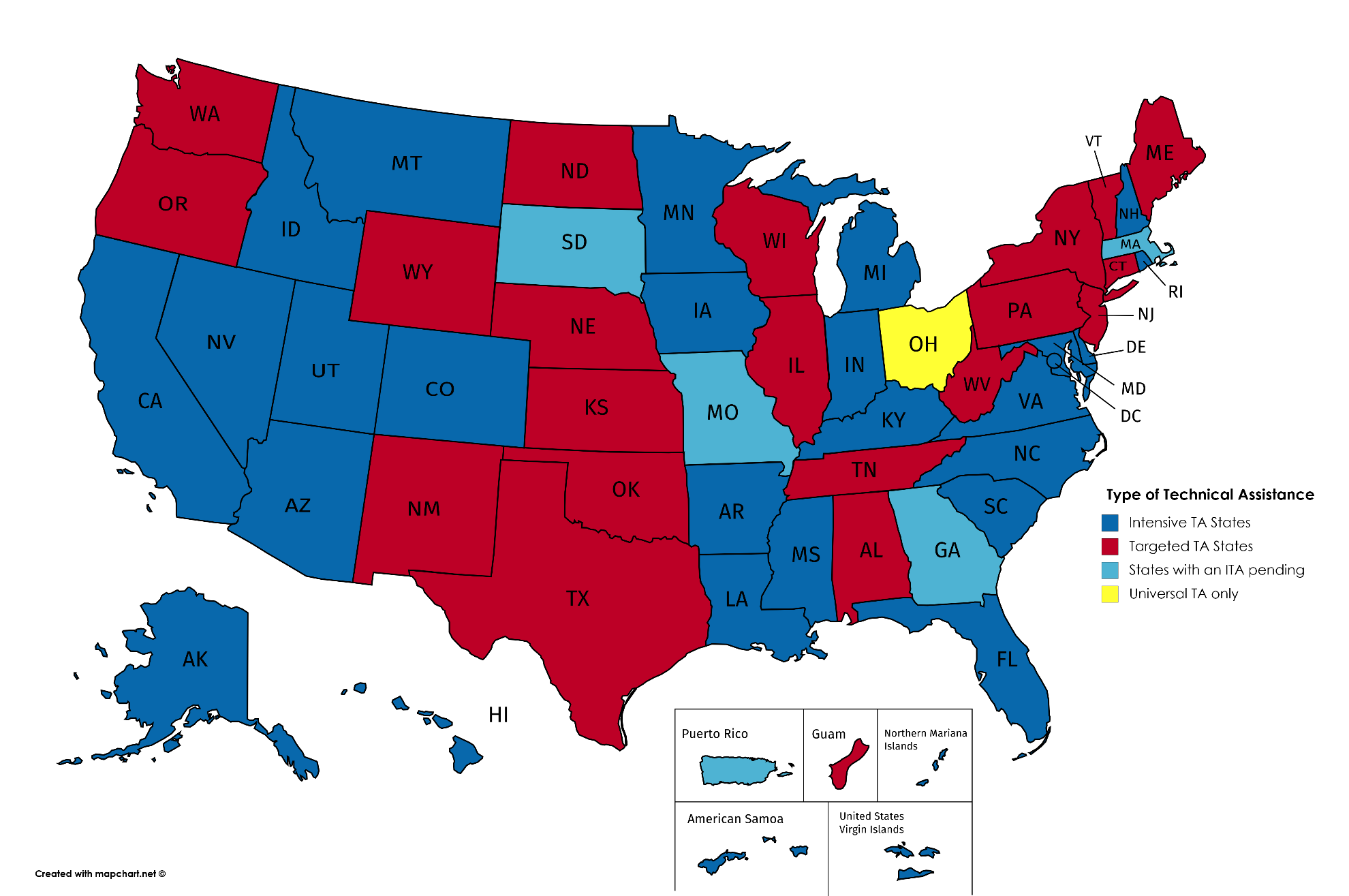
Organization: SDSU

Annual Report: Year Three

Date submitted: November 12, 2018

The completion of Year 3 of the WINTAC in many ways represents a shift from implementing activities to beginning to see the impact of the work we have engaged in with VR agencies. Although we continue to develop intensive TA agreements with new agencies on an ongoing basis, we have been working with several VR agencies for more than two years and have been able to gather some data on outcomes at this point in the project. We will present that data whenever possible in this report.

The map below is a visual depiction of the extent and type of TA that the WINTAC has provided through the end of Year 3. We have worked on at least a targeted basis with every VR program in the country except Ohio Combined. The sections of this report will detail progress on TA by type, and will include an update and progress on all of our Workforce Innovation Pilots Projects and our customized employment projects.



**Section I: Universal TA**

Universal TA continues to be provided primarily through the WINTAC website. Website analytics for all of Year 3 are contained below.

**WINTAC Year 3 Annual Report - Website Traffic Analysis**

| **Overview** | **Counts** |
| --- | --- |
| Unique visitors | 31,126 |
| Page views | 334,593 |
| Visits | 57,113 |
| Returning Visitors | 19.7% |
| New Visitors | 80.3% |
| Pages per Visit | 5.86 |
| Average Duration per Visit | 3:42 |

# **Top 10 Pages Visited**

| **Pages** | **Page Views** | **Percentage** |
| --- | --- | --- |
| 1. [Home page](http://www.wintac.org) | 41,519 | 12.41% |
| 1. [Topic Areas > Pre-employment Transition Services](http://www.wintac.org/topic-areas/pre-employment-transition-services) | 38,646 | 11.55% |
| 1. [User > Login](http://www.wintac.org/user/login) [Login required] | 13,159 | 3.93% |
| 1. [User Profile](http://www.wintac.org/user) [Login required] | 8,554 | 2.56% |
| 1. [Topic Areas > Pre-employment Transition Services > Resources](http://www.wintac.org/topic-areas/pre-employment-transition-services/resources/pre-ets-implementation-checklist) | 7,758 | 2.32% |
| 1. [Training > Recorded Training](http://www.wintac.org/training/recorded-training) | 7,041 | 2.10% |
| 1. [Training](http://www.wintac.org/training) | 6,546 | 1.96% |
| 1. [Topic Areas > Pre-employment Transition Services > FAQs](http://www.wintac.org/topic-areas/pre-employment-transition-services/faqs) | 6,446 | 1.93% |
| 1. [Topic Areas > Pre-employment Transition Services > Overview > Work-based Learning Experiences](http://www.wintac.org/topic-areas/pre-employment-transition-services/overview/work-based-learning-experiences) | 6,331 | 1.89% |
| 1. [WINTAC Website Registration Page](http://www.wintac.org/user/register) | 6,230 | 1.86% |

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

| **Region** | **Sessions** | **Sessions in %** | **% New Sessions** | **New Users** | **New Users  in %** | **Pages / Session** | **Avg. Session Duration** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. California | 5,206 | 9.6% | 51.4% | 2674 | 9.4% | 5.9 | 0:04:01 |
| 1. Virginia | 3744 | 6.9% | 63.6% | 2381 | 8.4% | 5.6 | 0:03:17 |
| 1. New York | 2724 | 5.0% | 55.4% | 1508 | 5.3% | 5.5 | 0:03:26 |
| 1. Texas | 2726 | 5.0% | 54.1% | 1474 | 5.2% | 5.9 | 0:03:31 |
| 1. Florida | 2303 | 4.2% | 61.5% | 1416 | 5.0% | 6.1 | 0:03:37 |
| 1. Georgia | 1795 | 3.3% | 64.0% | 1149 | 4.1% | 4.7 | 0:03:16 |
| 1. Oregon | 1449 | 2.7% | 64.7% | 938 | 3.3% | 4.1 | 0:02:18 |
| 1. District of Columbia | 1964 | 3.6% | 39.3% | 771 | 2.7% | 5.3 | 0:03:33 |
| 1. Pennsylvania | 1775 | 3.3% | 41.5% | 736 | 2.6% | 5.9 | 0:03:49 |
| 1. Ohio | 1556 | 2.9% | 46.8% | 728 | 2.6% | 5.5 | 0:04:08 |

The website continues to be a significant source of information for individual and agencies to obtain information on the five topic areas. The site had over 1/3 of a million views in Year 3. The home page, pre-employment transition services, and the training section were the most frequently visited parts of the site. It is interesting to note that of the top ten States accessing the website, six of them do not have an intensive TA agreement with the WINTAC.

**Universal TA of note this quarter**:

Over the course of the third year of the WINTAC, the incidence of universal TA provided outside of the website has steadily diminished. In the last quarter of Year 3, there were no tracked incidents of universal TA outside of the website. The time and resources of the project staff are now almost exclusively focused on targeted and intensive TA. Although we presented at a few conferences in the fourth quarter, these presentation were to VR programs that we have been working with and constituted targeted TA more than universal TA, so are counted as such below.

**Section II: Targeted TA**

The summary of targeted TA for specific VR agencies is detailed in Table 1 below. The targeted TA for other types than direct to each individual agency is summarized after the table and narrated for the targeted TA that is highlighted for the fourth quarter of Year 3.

Table 1

*Targeted TA in Year 3, Quarter 4*

|  |  |  |  |
| --- | --- | --- | --- |
| **Targeted TA Summary by State: Year 3, 4th Quarter** | | | |
| **Agency** | **Topic(s)** | **Participants** | **Result** |
| Arkansas General | TCI+ | 4 | Probable ITA |
| California combined | Int. and CPM | 13 | Q&A, best practices |
| Colorado Combined | CIE; CPM | 15 | Likely ITA |
| Delaware Blind | Pre-ets | 3 | Q&A |
| Georgia Combined | CPM | 30 | Q&A, best practices |
| Idaho Blind | CPM | 1 | Q&A |
| Idaho General | CPM | 9 | Q&A |
| Iowa General and Workforce Partners | Pre-ets | 1 | Q&A |
| Kansas | Pre-ets | 3 | Q&A |
| Maine general | Integration | 3 | Best practices |
| Massachusetts General | Pre-ets | 21 | Likely ITA |
| Michigan Blind | Pre-ets; 511 | 3 | Likely ITA |
| Michigan General | Pre-ets; 511 | 42 | SEA review and Q&A |
| Missouri General | CIE, peer mentoring | 28 | Likely ITA and CE project site |
| Multiple States | Career Pathways | 310 | Community of Practice |
| Multiple States | RSA Fiscal Conference | 150 | P&P clarification |
| Multiple States | CPMs-Summit Conference | 45 | Internal controls and reporting |
| Multiple States | AWARE conference - CPM | 100 | Reporting and CPMs |
| Multiple States | Integration | 180 | OOS and partnerships among workforce agencies to serve individuals on waiting lists |
| Multiple States | Integration | 28 | Blindness CoP - Creating MOUs/IFAs that work |
| Multiple States | NRLI - all topics | 20 | Completed projects |
| Multiple States | Pre-ets, Integration and CIE | 35 | Q&A, best practices - Region VII |
| Multiple States | Pre-ets | 30 | Revised instructions on moving from required to authorized activities |
| Nebraska Blind | Pre-ets | 4 | Q&A |
| Nebraska General | Pre-ets and 511 | 4 | Q&A |
| New Jersey Blind | Pre-ets | 4 | Q&A, policy review |
| New Mexico Combined | CPM | 1 | Q&A |
| New York General | CPM | 3 | Probable ITA with Y-TAC |
| New York Blind | CPMs | 5 | Q&A, P&P revision |
| North Dakota Combined | CPM | 2 | Q & A |
| Pennsylvania Combined | Pre-ets; 511; | 3 | Q & A |
| Region 3 States | Pre-ets | 16 | P&P clarification |
| South Carolina General | Pre-ets | 1 | Q&A |
| Tennessee Combined | Pre-ets | 1 | Q & A |
| Texas Combined | Pre-ets; 511, CPMs | 7 | Q&A |
| Vermont General | Pre-ets | 3 | Q & A |
| Virginia General | CPM | 3 | Q&A |
| Washington General | Pre-ets | 3 | Q & A |
| Wisconsin Combined | Pre-ets, CPMs | 51 | Q&A and training |
| **Total** |  | **1185** |  |

The total number of individuals touched by in-person targeted TA for Year 3 = **1,950**

**Webinars and Live Trainings:**

In addition to the face-to-face targeted TA in Year 3, the WINTAC conducted several Webinars and live trainings. Our Webinars and live trainings offer a simple certificate of completion for all participants, and for those that are CRC certified, we offer CRC credit. The offering of CRC credit has become a valuable service offered by the WINTAC for participants and is one of the reasons that this section of the site is the second most popular place as far as visits and page views. The details of our Webinars and live trainings are contained in Table 2 below.

Table 2

*Webinar/Live Training Year 3*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Training Title** | **Attended in Live Session** | **Certificate of Completion** | **CRC Credit as of 10/08/18** |
| 11/14/17 | Using Performance Measures for Continuous Improvement Part II (LTID-170507) | 35 | 16 | 29 |
| 12/12/17 | Career Pathways in the Job Center (LTID-170411) | 97 | 44 | 59 |
| 03/13/18 | Career Services in the American Job Center | 104 | 50 | 55 |
| 05/15/18 | Apprenticeship Strategies with Vocational Rehabilitation | 86 | 61 | 36 |
| 05/24/18 | WIOA and Competitive Integrated Employment: Evaluating Employment Positions | 67 | 30 | 41 |
| 06/26/18 | Braiding Funding for Supported Employment Services | 38 | 15 | 25 |
| 07/31/18 | Order of Selection and Promising Practices for Implementation | 85 | 30 | 35 |
| 09/18/18 | Assessing WIOA Service Integration: The Integration Continuum | 26 | 8 | 10 |
|  | **Total** | **538** | **254** | **290** |

**Targeted TA of Note this Quarter**

1. Several agencies have requested TA and information regarding entering Order of Selection and partnerships to engage individuals with disabilities on wait lists. As a response we provided Live Training on the topic and had a panel of two states who recently implemented OOS in a strategic way with partner inclusion to speak about their experiences, successes and challenges. There were 180 participants.
2. Career Pathways Community of Practice - Career Pathways Community of Practice Meeting highlighting the Alaska model of expanding career pathway options for youth into entrepreneurship. Meeting included overview of the intent of WIOA for Career Pathways, information on how to become a member of the community and join through WINTAC.org and an overview of the Alaska model that is replicable in other states. 310 individuals participated.
3. Coordinated Blindness CoP – Focused on creating an MOU/IFA that works, lessons learned. This meeting was co-presented by Bill Robinson of Michigan Blind.
4. RSA Fiscal conference – The pre-employment transition services team co-presented with RSA fiscal staff at the fiscal conference on the revised model of moving from required to authorized activities. There were approximately 150 present.
5. Region 3 States – Follow-up to the Fiscal conference with Region 3 states regarding the move form required to authorized activities. Clarified policy and procedures and worked through examples with different agencies that included PA OVR, Delaware General and Blind, Maryland DOR, West VA VR, VA DARS. There were 16 people present.
6. Alliance conference – Provided training to many VR agencies on reporting and common performance measures at the AWRAE conference – 100 people present from different VR agencies.
7. NRLI – The National Rehabilitation Leadership Institute completed another cohort this fiscal year. All participants are required to work in small groups and complete a WIOA-related project in their agencies. Here were four major topic areas this year which included:
8. Using the common performance measures to reshape counselor behaviors
9. Maximizing competitive integrated employment opportunities
10. Pre-employment transition services and cooperation among State and local education agencies
11. Pre-employment transition services and refocusing contracts with CRPs to align employment outcomes with WIOA

There were 20 NRLI participants in Year 3 representing Florida General and Blind, Iowa Blind, Maryland Combined, Minnesota Blind, Missouri General, New Mexico Combined, Oregon General South Carolina General, Utah Combined, and California Combined.

1. Wisconsin – Provided common performance measure training to the entire management team of Wisconsin VR at their request. There were 45 individuals that attended.
2. Summit Conference – The WINTAC provided targeted TA to 23 VR agencies during the pre-conference for the Summit conference. This TA was related to the common performance measures and reporting. Specific training was provided on internal controls as it relates to 2CFR 200 – Uniform guidance. There were 45 individuals in attendance.
3. Region VII - WINTAC received a request from CSAVR Region VII to attend and share information with the Directors and Field Staff Management prior to their upcoming annual meeting to be held in Kansas City, MO. David Mitchell, Director for Iowa General VR, and CSAVR liaison for Region VII reached out to Doug Keast with request for the following TA: emphasis is on areas related to Order of Selection (Betsy), Pre-ETS (Brenda) and Apprenticeship/Partnership (Nikki). There were 35 people present.

**Communities of Practice**

The communities of practice have become an important source of information and sharing for participants. The number of participants grew dramatically in Year 3, and the distribution lists numbers reflect that growth. 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 for Year 3*

|  |  |
| --- | --- |
| **WINTAC Distribution Lists Totals for Year 3** | |
| **Topic Area** | **Number** |
| Pre-employment transition services | 732 |
| Implementation of Section 511 | 600 |
| Competitive integrated employment | 705 |
| VR Integration in the WDS | 644 |
| Common performance measures | 712 |
| **Totals** | **3393** |

Regarding Communities of Practice, we have the following updates:

**Career Pathway**

The Career Pathways Community of Practice has shared some valuable information during their meetings. Links to previous meetings and trainings are available on WINTAC’s CoP site at <http://www.wintac.org/cop>.

**October 9, 2018:** Career Pathways Meeting Adult and Continuing Education Options and Resources to Promote Inclusive Pathways

All Career Pathways partners should be aware of the substantial resources and collaboration opportunities that exist in their regions with career, technical and adult education programs. Join this interactive webinar to learn about the LINCS website and resources, funded by the U.S. Department of Education’s Office of Career, Technical, and Adult Education (OCTAE). This professional learning space brings together adult educators and partners into a professional learning space to collaborate, network, share knowledge and resources, and grow professionally.

**August 2, 2018:** Career Pathway Introducing Entrepreneurship and Small Business Concepts for Youth with Disabilities

This training/Community of Practice meeting will recap the vision of WIOA for following a career pathway model for service delivery, and explore Alaska’s innovation of including entrepreneurship and small business concepts into their service structure for youth.

In this Community of Practice meeting/webinar, attendees gain a broader understanding of how to implement a career pathways framework as a foundation for service delivery for VR consumers and their partners (e.g., schools, workforce, etc.).

* Learn about Alaska’s S'Cool Store initiative and how each of S’Cool Store’s five modules introduce students with disabilities to small business concepts as they work through setting a goal, developing a business plan and putting the plan into action.
* Discover how to become a member of a collaborative community of practice on career pathways opportunities.

Accomplishments for this quarter: In addition to planning team expanding to include WINTAC, LEAD Center and SE ADA Center, membership has greatly increased.

* We now have 26 members in the online CoP site (outside of TA team members and moderators), 16 of whom have joined this past quarter.
* Many of the new members are from Community Colleges or other post-secondary institutions, demonstrating the expansion of participation in the CoP from other systems.
* August CoP meeting had a record number of 268 attendees.
* October CoP meeting had 160 attendees.

For the three CoP events this calendar year, there were VR representatives from the following 31 U.S. states and territories:

* Alabama
* Alaska
* Arkansas
* California
* Colorado
* Connecticut
* Delaware
* Florida
* Georgia
* Guam
* Hawaii
* Illinois
* Iowa
* Kentucky
* Louisiana
* Maine
* Maryland
* Michigan
* Minnesota
* Nebraska
* New York
* North Carolina
* Ohio
* Oregon
* Pennsylvania
* Tennessee
* Texas
* Virginia
* Washington
* West Virginia
* Wyoming

There was also representation from the following types of other agencies:

* DD councils
* Other disability stakeholders
* Independent Living
* Health organizations
* Workforce
* Disability Rights organizations
* Goodwill Industries
* Association of People Supporting Employment First (APSE)
* Medicaid
* Rehabilitation Services Administration (RSA)
* Post-secondary
* Office of Disability Employment Policy (ODEP)

Upcoming meetings are scheduled for the second Tuesday of every other month and are currently scheduled through the end of 2019.

*Nikki Powis of NDI has taken the Lead for* ***WINTAC*** *with this Community of Practice, coordinating with the* ***LEAD*** *and* ***DEI*** *Technical Assistance Centers and the* ***Southeast ADA Center****. With input from the participants, the CoP will continue with a bi-monthly meeting that will highlight a promising practice and be followed with interactive dialogue and Q&A.*

**Blindness Agency CoP**

The highlight of the Blindness Agency Community of Practice this past year was a forum that was held in San Antonio, Texas, on June 14-15. The JDVRTAC assumed the lead with WINTAC, OIB-TAC, NCSAB and the CoP Design Team to plan and support the forum.

In June 2018, representatives from 29 American Vocational Rehabilitation (VR) agencies convened in San Antonio, Texas, to discuss employment outcomes for individuals who are blind and visually impaired. The purpose of this forum was two-fold: 1) to learn from each other’s experiences implementing WIOA and 2) to enhance VR’s success increasing employment outcomes for people who are blind and visually impaired in light of WIOA.

In addition, these VR representatives came together to identify the emerging practices and their recommendations to the field in the following categories:

1. Collaborative Implementation of WIOA
2. Youth Focused Initiatives
3. Access to Training/Career Pathways
4. Use of Labor Market Information
5. Collaborative Business Engagement

Each of the areas of discussion featured a panel representing VR agency professionals discussing their practices and progress. Small- and large-group discussions followed each panel presentation, and participants identified “Emerging Practices” and “Suggestions to the Field,” which will be released soon. Within the examples shared, there was a strong emphasis on the value of participation and providing leadership with workforce partners in WIOA Implementation and Business Engagement. Each conversation supported each participant in considering their approach and in generating ideas to strengthen their implementation. We’re not yet able to report impact of this discussion in participant states but will be following up with each state after six months.

Evaluation was very positive from all participants, with an expressed desire from many to continue this event in the future. All participants **strongly agreed** or **agreed** on the following, with 76% to 90% rating “strongly agree” on all items posed:

* 1. The content presented was highly relevant to my job.
  2. The training activity greatly increased my knowledge/skills/abilities.
  3. Overall, I found that this was a high-quality training activity.
  4. This training was relevant to my professional development.
  5. The objectives were appropriate and useful.
  6. The presenters were knowledgeable.
  7. The presenters were prepared and organized.
  8. I had an opportunity to participate, interact and ask questions.

Discussion at the forum will inform the planning of the CoP Design Team for the coming year. Participants this year received support to cover their travel costs for this forum. There was a strong response from all participants to hold this event again in another year.

Vito DiSantis (Institute for Community Inclusion) will be leading the Community of Practice on behalf of WINTAC for the coming year and is coordinating the next live meeting of the community, which will be in December.

*Paula Pottenger (University of Arkansas, CURRENTS) and Barbara Butz (PolicyWorks) have been the leads for WINTAC in the facilitation of this Community of Practice over the past year. This CoP was established collaboratively with four partners -- three TA Centers (WINTAC, JDVRTAC, OIB-TAC) and NCSAB*

**Collaborative Business Engagement**

The Business Engagement Community of Practice provided support to State Vocational Rehabilitation Agency (SVRA) staff in gaining ideas and insights into how to more effectively engage business partners in hiring job seekers with disabilities as an integrated strategy of American Job Centers. The CoP hinges upon engaging staff at all stages of Business Engagement collaboration in the dynamic exchange of ideas.

The online Business Engagement Community of Practice has 35-40 members who have interacted with the CoP WINTAC Portal and who are involved and involve others in the webinar offerings.

The following resources are available to the Business Engagement Community of Practice members:

* **“Chicago Tribune” article** on businesses hiring individuals with disabilities: "The tight labor market is pushing companies to open their eyes to this untapped pool of workers, who employers say are loyal, enthusiastic, and able to do the job as well as anyone — sometimes even better."
  + <http://www.chicagotribune.com/business/ct-biz-disability-employment-20180723-story.html#share=email~story>
* The **Greater Ishpeming-Negaunee Area Chamber of Commerce** held an event at River Rock Lanes and Banquet Center that went over rehabilitation services for workers in Michigan. Michigan Rehabilitation Services (MRS) has served 4,600 businesses.
  + <https://abc10up.com/2018/06/13/business-solutions-for-hiring-and-keeping-employees/>
* **CSAVR**, in consultation with its partners (including JDVRTAC and WINTAC), guides organizations in their efforts to establish and enhance their relationship with business in a way that meets the needs of all customers, primarily business, individuals with disabilities and state VR agencies.
* The **Job-Driven Vocational Rehabilitation Technical Assistance Center** (JDVRTAC) strives to identify, adapt, embed and sustain job-driven practices that lead to improved employment outcomes for people with disabilities.
  + Business Services Models and Functions - ExploreVR <https://www.explorevr.org/content/research-projects-explorevr>
* The **Partnerships in Employment** project builds strong coalitions to facilitate systems change for youth and young adults. In response to continuing disparity in the employment outcomes of young adults, the Administration on Intellectual and Developmental Disabilities established an initiative to support state consortia to implement systems change with an explicit focus on policies, infrastructure, and collaboration across state agencies and other stakeholders. Eight states received five-year grants under the Partnerships in Employment project.
  + <https://content.iospress.com/articles/journal-of-vocational-rehabilitation/jvr901>
* The **DEI Business Resource Guide** was developed by the Disability Employment Initiative (DEI). It includes the four stages of planning a Reverse Career Fair and contains links to additional resources.
  + <http://communities.wintac.org/pluginfile.php/1647/mod_resource/content/2/DEIBusinessResourceGuide_UpdatedDec2017.pdf>
* **WorkforceGPS Business Engagement** - Sector Strategies
  + <http://communities.wintac.org/mod/url/view.php?id=120>
* A **Resource Guide to Engaging Business**
  + <https://jfforg-prod-prime.s3.amazonaws.com/media/documents/A-Resource-Guide-to-Employer-Engagement-011315.pdf>
* Business **30-Second Training Series** and Resource Guide
* <https://dei.workforcegps.org/resources/2016/05/23/16/25/Business_30-Second_Training_Series_and_Resource_Guide>

Planning is underway for increased collaboration with JDVRTC, WINTAC and CSAVR to help States serve employers and find jobs for people with disabilities for FY 2019, including, but not limited to, addressing the General Accountability Office Report findings on helping States serve employers and find jobs for people with disabilities.

*Lou Adams (NDI) represents WINTAC**in the coordination of this Community of Practice, along with JDVRTAC. CSAVR’s Kathy West-Evans has also been involved in consultation with the initial steps.*

## Labor Market Information

Labor Market CoP meetings have been held the final week of each month for most of the year. This community has been led by JDVRTAC in partnership with WINTAC in three separate time-limited sessions, with different primary focuses related to LMI in each session. The Community has focused on Counselor Practice and Technique in including LMI in assessment and career counseling with the job seekers they serve. In the past few months, the Community has transitioned from JDVRTAC to WINTAC in terms of support, and Jeff Hughes has assumed a role in planning and hosting.

The current session of the LMI CoP will be completed with a final meeting scheduled on November 27. At this meeting, participants will share feedback with the WINTAC team, which will inform possible future community activity around the effective use of Labor Market Information.

*Jeff Hughes (The Career Index Plus) and Doug Keast (NDI) have been representing WINTAC on the design team for this Community of Practice that was initiated by the team with the* ***JDVRTAC****. Joe Marrone, Rick Kugel, Katie Allen and Kartik Trivedi have provided leadership from JDVRTAC.*

# In Development: Facilitated Discussion Groups for Coming Year

Responding to requests by State Agencies for opportunities to engage in discussion with other states on common subjects, the following discussion groups will be facilitated during the next year:

## Common Performance Measures

The Common Performance Measure quarterly calls will begin in the next quarter. This activity will be restructured and national in scope as opposed to the earlier regional facilitation supported by the WINTAC team.

*Betsy Hopkins (NDI) will assume the lead role in facilitating future quarterly calls designed to support an exchange between state agency practitioners. Rachel Anderson (NDI) will support that effort.*

## Order of Selection

During this past year, states have continued to reach out to WINTAC SME Betsy Hopkins with specific questions related to Order of Selection (OOS) in their states. With Melissa Diehl (George Washington University), she co-presented on this topic to a group of agencies for the blind who are members of NCSAB. Due to the ongoing interest in this topic, Betsy facilitated two calls with five states (Nebraska, New Hampshire, Connecticut, Rhode Island, Iowa), all of whom had similar struggles related to OOS. Information and policies, etc., were shared and notes from the calls are documented on WINTAC’s CoP site at <http://www.wintac.org/cop>. After the last call (early July), the group decided to continue these calls. Plans are being developed to host two more facilitated calls over the next year and open them up to any state that would like to join.

*Betsy Hopkins (NDI) is assuming the lead role in facilitating future calls designed to support an exchange between state agency practitioners.*

**Supported Employment Community of Practice**

The SE P&P CoP started in January 2017 with five state VR agencies and currently has 38 members made up primarily of state VR agency representatives along with a few CRPs. The purpose of the CoP is to share SE policy, practices and formulate questions based on each state agency’s needs. We provide TA as questions arise from this group when we can’t resolve them during the CoP meetings. Re-occurring themes include helping staff develop guidance clarifying reasonable limits on providing job coaching, identifying natural supports when the IPE is written and extended services questions.

The CoP addressed Uniform Administrative Guidance Prior Approval requirements questions and reviewed the Minnesota State Services for the Blind RSA Pre-Approval Form. In addition, we arranged for a presentation and discussion of RSA-TAC-18-02, Submission Procedures for Prior Written Approval Requests under the State Vocational Rehabilitation (VR) Services Program, April 11, 2018, by David Steele, RSA Fiscal Unit Chief, and John Connelly. We continue to review and discuss any follow up or other action regarding RSA Monitoring and report findings or recommendations concerning SE.

**Section III: Intensive TA and Topic Area Updates Including Collaboration with other TA Centers**

This year’s annual report will differ somewhat from the quarterly reports in that we will be presenting an update from each of the topic teams as part of the intensive TA section of the report. The spreadsheet on activities, outputs and outcomes is attached to this report and further information about intensive activities is contained in the program evaluation section of this report. The update so the topic areas contains information on progress in specific ITA agencies. The collaboration with other TAC Centers is articulated throughout the topic area updates and will not be entered as its own section in this report. Our collaboration has taken so many forms that it is more illustrative to discuss them in the context of the projects that are occurring with each of the topic teams.

**Topic 1: Pre-employment transition services**

The pre-employment transition services team remains the busiest of all of the topic teams in the WINTAC. They have been able to help numerous VR agencies to implement the requirements of WIOA related to pre-ets, and the results has been an increase in the partnership between VR and State Education Agencies. Below ae a few examples of how the TA has positively affected the VR programs being served by the pre-ets team.

1. **Nevada:**

WINTAC worked with Nevada VR on a plan for how they provide and arrange pre-ets, including policy and procedure development and revising their agreement with their state education agency. The agency was then able to use that as a template and develop local level agreements that mirror the SEA in every district. The WINTAC pre-ets team worked with NTACT who helped the State develop an interagency team that used that SEA agreement as leverage. Prior to our TA, VR and Education did not have the best relationship. Now, VR has a standing agenda item on the monthly Special Education Director’s meeting and is an active participant in the meetings to share and disseminate information and learn about education needs. As a result they are piloting a partnership with CTE, education and VR in three districts. WINTAC worked with NTACT to build capacity at the local level, and provided assistance with SEA and LEA agreements. The Y-TAC provided training on serving out-of-school youth. The partnership between the TACs, VR and Education significantly increased joint planning and service delivery for students with disabilities in Nevada.

2. **Maryland:**

WINTAC has been providing intensive TA in Maryland since 2016. MD has been adamant about not providing any pre-ets during the school day to avoid supplanting services under IDEA so they have been providing pre-ets after school and in the summer. They have been getting increased pressure from the State’s department of disabilities and the State Department of Education to work more collaboratively with the local districts during the school day. The WINTAC pre-ets team worked with MD to identify self-advocacy provided through peer mentoring as an activity that was not currently being done in the LEAS that MD VR could provide as a pre-ets service. The pre-ets team worked with the Policy Works peer mentoring pilot program and MD will be sending an RFP to three districts to pilot the launch of self-advocacy services provided by peer mentors in three LEAs. This represents an excellent example of how the internal teams at WINTAC have been able to collaborate to support TA delivery in a State that had a tangible result, and will positively impact services to students with disabilities in the near future.

**3. California:**

When the pre-ets team at WINTAC began working with CA DOR, they were not serving potentially eligible students with disabilities. They had no mechanism to track or report pre-ets, no policies or procedures, had not updated their SEA agreement, and did not know how to track and record staff time spent on pre-ets services. At least partially through our TA, CA DOR is now tracking staff time, they have developed a new student services section with over 200 dedicated staff, have created a case type for potentially eligible students with disabilities, made significant progress in the tracking and reporting of pre-ets services provided, have developed their policies and procedures for the provision of pre-ets, conducted staff training for all staff serving students with disabilities and their supervisors, created outreach and marketing materials for students, families, schools and stakeholders, reached out to every district in the state regarding the availability of pre-ets services and how students can access these services, and engaged the local education agencies in training staff on how to collaborate with schools.

**4.  Massachusetts General:**

    The WINTAC pre-ets team began working with the agency right after they were monitored in the fall of 2017.  We provided TA on their agreement with their State Education agency, their policies and procedures, and serving students who may be potentially eligible.  Additionally, the General and Blind agencies did not agree on a state age range. We provided TA on the need for both agencies to agree on the age range. Additionally, we helped the agency review the services they were providing as pre-ets and helped to develop a continuum of services for students beginning at the age of 14 which is in accordance with the age range under IDEA in their state.  We assisted with the training of staff on serving potentially eligible SWD in August and the agency has begun serving potentially eligible students with disabilities. We also provided TA and resources for the development of forms, tools and training materials and resources for agency staff to use in working with students with disabilities. This will be reflected in PY18 1st quarter data reported.

**5.  Michigan Blind and General:**

    The WINTAC pre-ets team began working with both agencies in a targeted capacity shortly before they were monitored last year.  We provided TA to both agencies and assisted in the revisions and development of SEA agreements that met WIOA requirements and were consistent for both agencies.  Additionally, as we worked with each agency, they would invite the sister agency to the table to discuss impact on all SWD in the state. We assisted both agencies in the development of pre-ets policies and procedures, forms and written processes for the delivery of pre-ets.  Michigan has the largest age range in the country (14-26). This yields approximately 150,000 students with disabilities. In August our team, along with the WINTAC common performance team, provided joint TA and training on pre-employment transition services, data tracking and reporting.  As a result, the agency developed a tool for staff to use when working with the local education agency to determine what transition services were being provided to students with disabilities so they can better coordinate the services they provide to students. As of PY17 4th quarter data, the General agency had provided pre-ets services to over 15,000 students with disabilities.  The blind agency provided services to 426 students who are blind or visually impaired.

**Impact on states we do not work with intensively:**

The pre-employment transition services team at the WINTAC positively impacts numerous VR agencies and States outside of the intensive TA agreement. States like Oregon have informed us that they are using the resources and tools we have developed on the WINTAC website and that the information has been invaluable for them as they train their staff and partners.

**New Products in the 4th quarter:**

The pre-ets team finalized the online pre-employment transition services modules and launched [Explore-work.com](http://explore-work.com). We are very excited about the ability to provide VR agencies with a tool that will help the deliver the five required services to rural students with disabilities and others that may not have traditional access to these services through the VR program or contracted providers.

**The Pre-ets Team Collaboration with internal partners of WINTAC:**

Common Performance Team:

* Developed a crosswalk of IDEA indicators with VR performance indicators
* Joint presentations at CSAVR
* Joint webinars (tracking and reporting on Pre-ETS)
  + [**On the Right Track Part 1: Tracking & Reporting Pre-Employment Transition Services**](https://gwcrcre.adobeconnect.com/e9us4rgq7175/event/registration.html)
  + [**On the Right Track Part 2 State Strategies: Tracking & Reporting Pre-Employment Transition Services**](https://events-na1.adobeconnect.com/content/connect/c1/2256426871/en/events/event/shared/default_template_simple/event_registration.html?sco-id=2447938967)

**Competitive Integrated Employment Team:**

* conducted 3 regional Listening Sessions on State Strategies for WBLE for Students with Disabilities

**Collaboration with other TA Centers**

* **Youth TAC Collaborative**
  + Peer mentoring sub group
  + Assessment for VR and Education
  + Joint Outcomes Blueprint
* NTACT:
  + Our close working relationship with NTACT led to a joint Interagency Toolkit Guide, which is housed at both the WINTAC and NTACT websites. This toolkit shows the WIOA requirements for the SEA and corresponding IDEA language crosswalk.
  + Joint TA work in several states working on the SEA agreement, collaboration and coordination of services of VR and education
  + CBI - presentations, State Team Facilitation, State Team meetings - onsite TA (40 state teams)
  + Joint Webinars on serving students with disabilities
    - Pre-Employment Transition Services: SEA Formal Interagency Agreement Webinar - This is a pre-recorded webinar available on demand and presented by the WINTAC Pre-ETS team, RSA, NTACT, and Nevada VR and DOE.
    - Pre-Employment Transition Services: State Implementation - Three State Strategies, Challenges, and Lesson Learned  
      In this recorded webinar, the WINTAC Pre-Employment Transition Services team, along with representatives from Alaska, Maryland, and Nebraska.
    - Career Counseling for Students with Significant Disabilities
    - Work-based learning for students with complex support needs
    - Competitive Integrated Employment
  + Participated in COPs and provided TA (numerous calls)
  + Co-presented with NTACT and AR Special Ed on “Creating Opportunities: States share WIOA Implementation in Schools” at the **2017** **OSEP Leadership Conference** Wednesday, July 19, 2017.
  + NASDSE Conference - joint presentation
* PEQA
  + Assisted with scenario for cohort on pre-ets and QA
  + Answer questions that come through related to our topic area
  + Address questions (example: can an agency relinquish 15% and not have to provide pre-ets)
* Helen Keller National Center Deaf/Blindness
  + National Transition Taskforce - presentation on Pre-ets on January 22, 2018.
* JDVRTAC
  + Participated on call re: CTP programs
  + Work Based Learning Forum - poster session and presentations

· With other Federal resources: OSEP. PROMISE, DEI/ODEP, NDI

* OSEP:
  + January 31, 2018 Lunch and Learn presentation at OSEP on the topic: “Overview of the Transition-Related Changes under the Rehabilitation Act of 1973, as Amended by the Workforce Innovation and Opportunity Act (WIOA).”
* WINTAC Pre-ETS and PATTEN- Pre-Employment Transition Services  
  archived webinar, done in collaboration with PATTEN, that gives an overview of Pre-employment transition services, outlines cross Technical Assistance Centers collaboration , and features examples from state VR agencies in California, Delaware, DC, New Hampshire, & Pennsylvania.
* ICI
  + Joint presentation with David Hoff (ICI) for SELN membership
* RSA and Other State Partners

Webinar: Moving from Required to Authorized Pre-Employment Transition Services. In this recorded webinar, the WINTAC Pre-Employment Transition Services team, along with RoseAnn Ashby, Chief, Technical Assistance Unit, Rehabilitation Services Administration, and Carol Pankow, Director, Minnesota Department of Employment and Economic Development, State Services for the Blind will review the requirements to demonstrate whether funds remain for the provision of authorized activities.

**Topic 2: Section 511**

The Section 511 TA has, in many ways, run its course as an intensive TA topic area, and the remaining work for this topic area is either targeted or an ongoing question and answer session based on unique scenarios that pop up in different States. Section 511 TA started out very intensely and hit the ground running in Years 1 and 2 of the WINTAC. VR agencies were interested in ensuring that they understood what constituted career counseling and information and referral, and that they had policies and procedures in place to fulfill their requirements under the Law. Typical initial intensive TA activities and outputs were as follows:

|  |  |
| --- | --- |
| **Activity** | **Output** |
| Assist the VR agency to create the career counseling and information and referral materials | Completed Materials |
| Assist the VR agency to develop and/or revise policies and procedures that are compliant with Section 511 requirements | Completed policies and procedures |
| Assist the VR agency to identify and/or develop methods to track individuals that received CC&I&R during the prescribed timeframes | Completed tracking and reporting methods |

Common outcomes associated with 511 TA include:

* 100% of the individuals working in subminimum wage employment will receive CC&I&R at the prescribed timeframes
* A decrease in the number of youth that choose to enter subminimum wage employment annually
* A decrease in the number of individuals that work in subminimum wage employment in the State
* An increase in the number of individuals that choose to work in CIE rather than SMW employment as a result of receiving CC&I&R

The WINTAC provided intensive TA on Section 511 to 12 VR agencies as part of an ITA. These 12 agencies were:

* Alaska combined
* Arizona combined
* California combined
* Hawaii combined
* Idaho general
* Indiana combined
* Louisiana combined
* Minnesota Blind and General
* Nevada combined
* Rhode Island combined

None of the VR agencies is currently receiving intensive TA on 511. Our relationship with them is now one of consultation and periodic asking of questions to RSA regarding unusual scenarios or circumstances that emerge periodically. We do work with agencies to help them gather outcome information, and this is reported in the spreadsheet and program evaluation section.

One of the outgrowths of the Section 511 TA has been the national study of 14c holders and the change in certificate holders and covered workers since January of 2016. The Department of Labor’s Wage and Hour Division regularly posts data on 14c holders by name, State and number of covered workers. We have been tracking this data by State and by 14c holder and now have data covering 2.5 years. The State by State spreadsheet is attached, but the summary Table is below.

Table X

Change in 14c Holders by State

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Changes in 14c Certificate Holders and Workers in Subminimum Wage Employment by State 2016-2018** | | | | | | | |
| **State** | **Number of 14c Holders Jan. 2016** | **Number of 14c Holders July, 2018** | **Difference** | **Number of SMW Workers Jan. 2016** | **Number of SMW Workers July, 2018** | **Difference** | **Difference if missing data is included** |
| Alaska | 6 | 0 | -6 | 191 | 0 | -191 | -191 |
| Alabama | 32 | 7 | -25 | 2,148 | 283 | -1,865 | -1,411 |
| Arizona | 51 | 43 | -8 | 2,924 | 1,979 | -945 | -592 |
| Arkansas | 53 | 40 | -13 | 3,632 | 2,456 | -1,176 | -926 |
| California | 153 | 107 | -46 | 23,608 | 9,597 | -14,011 | -7,018 |
| Colorado | 30 | 15 | -15 | 1,990 | 690 | -1,300 | -948 |
| Connecticut | 61 | 43 | -18 | 3,933 | 2,523 | -1,410 | -1,197 |
| Delaware | 5 | 2 | -3 | 566 | 547 | -19 | -19 |
| District of Columbia | 2 | 1 | -1 | 31 | 20 | -11 | -11 |
| Florida | 82 | 52 | -30 | 6,332 | 3,514 | -2,818 | -2,167 |
| Georgia | 68 | 39 | -29 | 3,768 | 1,604 | -2,164 | -1,690 |
| Hawaii | 10 | 8 | -2 | 180 | 63 | -117 | -75 |
| Idaho | 11 | 9 | -2 | 395 | 310 | -85 | -54 |
| Iowa | 63 | 32 | -31 | 5,450 | 2,235 | -3,215 | -3,215 |
| Illinois | 146 | 110 | -36 | 14,621 | 8,200 | -6,421 | -4,580 |
| Indiana | 53 | 39 | -14 | 7,559 | 3,457 | -4,102 | -2,207 |
| Kansas | 48 | 35 | -13 | 3,517 | 1,782 | -1,735 | -1,359 |
| Kentucky | 38 | 30 | -8 | 2,312 | 1,340 | -972 | -247 |
| Louisiana | 77 | 54 | -23 | 3,009 | 2,239 | -770 | -660 |
| Maine | 7 | 1 | -6 | 179 | 41 | -138 | -138 |
| Maryland | 38 | 21 | -17 | 4,250 | 2,073 | -2,177 | -2,173 |
| Massachusetts | 50 | 24 | -26 | 4,736 | 1,337 | -3,399 | -2,754 |
| Michigan | 59 | 35 | -24 | 8,036 | 5,184 | -2,852 | 2,707 |
| Minnesota | 106 | 95 | -11 | 16,306 | 7,065 | -9,241 | -3,942 |
| Mississippi | 23 | 18 | -5 | 4,743 | 1,534 | -3,209 | -3,013 |
| Missouri | 108 | 94 | -14 | 7,923 | 5,438 | -2,485 | -1,488 |
| Montana | 27 | 23 | -4 | 1,202 | 889 | -313 | -313 |
| Nebraska | 24 | 19 | -5 | 1,830 | 550 | -1,280 | -19 |
| Nevada | 10 | 9 | -1 | 1,563 | 1,102 | -461 | -362 |
| New Ham. | 1 | 0 | -1 | 27 | 0 | -27 | -27 |
| New Jersey | 62 | 46 | -16 | 6,606 | 4,323 | -2,283 | -1,985 |
| New Mexico | 5 | 3 | -2 | 520 | 91 | -429 | -91 |
| New York | 110 | 76 | -34 | 13,744 | 3,950 | -9,794 | -5,405 |
| North Carolina | 78 | 49 | -29 | 5,812 | 2,890 | -2,922 | -2,535 |
| North Dakota | 21 | 19 | -2 | 803 | 712 | -91 | 5 |
| Ohio | 138 | 81 | -57 | 18,456 | 9,523 | -8,933 | -5,773 |
| Oklahoma | 63 | 61 | -2 | 2,609 | 2,411 | -198 | -198 |
| Oregon | 44 | 18 | -26 | 3,475 | 1,211 | -2,264 | -2,264 |
| Pennsylvania | 117 | 92 | -25 | 12,746 | 7,206 | -5,540 | -1,979 |
| Puerto Rico | 1 | 1 | 0 | 11 | 0 | -11 | 0 |
| Rhode Island | 8 | 6 | -2 | 382 | 52 | -330 | -330 |
| South Carolina | 76 | 34 | -42 | 9,144 | 2,526 | -6,618 | -5,833 |
| South Dakota | 18 | 15 | -3 | 1,466 | 916 | -550 | -499 |
| Tennessee | 64 | 33 | -31 | 4,077 | 1,617 | -2,460 | -2,351 |
| Texas | 118 | 86 | -32 | 8,514 | 4,886 | -3,628 | -3,444 |
| Utah | 18 | 13 | -5 | 1,626 | 1,004 | -622 | -315 |
| Vermont | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Virginia | 44 | 27 | -17 | 4,280 | 1,579 | -2,701 | -2,701 |
| Washington | 35 | 20 | -15 | 1,899 | 923 | -976 | -879 |
| West Virginia | 20 | 9 | -11 | 831 | 264 | -567 | -537 |
| Wisconsin | 82 | 66 | -16 | 9,441 | 6,321 | -3,120 | -3,064 |
| Wyoming | 6 | 1 | -5 | 281 | 15 | -266 | -269 |
| **Totals** | **2,570** | **1,761** | **-809** | **243,684** | **120,472** | **-123,212** | **-80,345** |

The Wage and Hour information above allows us to get hard data about the reduction in 14c holders and the number of workers covered in SMW employment. In order to find out if Section 511 played a role in the reductions noted above, we have started calling each of the 14c holders that let their certificate expire and did not renew. Although we still have a considerable amount of work to do, we have been able to identify some clear recurring themes that are identified below.

When asked why they did not renew their 14c certificate, the following reasons emerged from our first round of calls. This data covers approximately 15 States:

* The requirements for Section 511 compliance (documentation and delivery of CC&I&R), are too burdensome and not worth the effort
* The writing is on the wall that subminimum wage employment is going to be outlawed, so they are just getting out in front of it by shifting to paying at least minimum wage
* Medicaid waiver programs in some States have pushed integration and payment at minimum wage and are not supporting long-term stays in SMW workshops
* Paying subminimum wage is morally wrong and has a stigma attached to it, so they have stopped it altogether.

We have been asking the 14c holders what has happened to the workers they were employing at subminimum wage once their certificates expire. The following themes were recurring from the 15 States we have completed work in so far:

* They are all getting paid at least minimum wage
* They are now working less hours but getting paid at least minimum wage
* They are in day programs
* They have applied to VR and are trying to get CIE in SE or CE
* Unknown

It will be important as the study progresses to try and link referrals to supported and customized employment programs through VR agencies for this population to see if they are increasing their access to CIE. The provision of TA and training to the VR programs represents an important component of helping the VR agencies and their partners to develop the capacity to effectively serve individuals with the most significant disabilities that have traditionally been funneled into sheltered workshops in the past. The next topic area addresses these topics.

**Topic 3: Competitive Integrated Employment**

The topic area of developing resources and strategies that promote competitive integrated employment focuses primarily on supported and customized employment. We will be presenting a summary of TA on supported employment first and then following with an update of our customized employment projects.

The following VR agencies have supported employment identified as a topic area int heir intensive TA agreement:

* Alaska Combined
* Hawaii Combined
* Arizona Combined
* Colorado Combined
* Iowa Blind
* Minnesota Blind
* Louisiana Combined
* Mississippi Combined
* North Carolina General and Blind
* Rhode Island Combined
* Utah Combined
* CNMI Combined

There has been sustained targeted TA on SE for the following agencies:

* South Dakota Combined
* Missouri General and Blind
* Oregon General and Blind
* Arkansas General and Blind
* Minnesota General
* Texas Combined
* Maryland Combined

Common SE activities include policy review and revision, increasing vendor capacity to provide SE and SE procedure revisions that are consistent with the changes in WIOA. The TA team has provided training and TA focusing on WIOA changes specific to SE so staff understand policy & operational programmatic implications. In addition we have provided assistance in the development and implementation of new SE pilot programs in Arizona to effectively partner and leverage resources with their DD/Medicaid agency.

Other activities include finalizing a new “Supported Employment (SE) Features” document that defines and standardizes effective SE practice to provide national training consistency similar to our “CE Essential Elements document” already established. We have completed interim steps for several State Agencies so they achieved SE policy alignment with WIOA and assisted in training staff in these areas, as well as facilitating a process for Minnesota VR and their DD agency to develop a new integrated services delivery process to enhance the delivery of SE services to both agencies

Anticipated SE outcomes include:

* Increasing SE enrollment and successful competitive integrated employment (CIE) numbers (numbers vary by ITA agreement)
* Increasing co-enrollment between VR and DD agencies that results in increased CIE numbers
* Increase numbers of CRP/Vendor capacity to successfully provide SE
* Increase numbers of CRPs providing SE and associated higher number of consumers who are successfully enrolled into the SE program (for example, we assisted Hawaii in contracting with 5 new SE providers to increase their capacity)
* Implement new SE systems that result in increased VR partnering and co-enrollment, and ultimately, more consumers successfully served (for example, we assisted Arizona in their new SE pilot with the VR-DD collaborative co-enrollment focus and helped resolve Minnesota VR’s challenges with DD co-enrollment).

**Customized Employment**

Federal Fiscal Year 2018 Highlights

Key Activities for 2018

* At the end of the third program year, WINTAC is actively working with 8 state agencies who are in various stages of implementing CE. In each of the pilot states, agencies and providers are serving consumers Agencies are experiencing unprecedented levels of integration with partner agencies, and braiding of resources. In these states, VR is taking the lead in introducing or expanding CE. Those agencies are:
  + California-C
  + Idaho-G
  + Colorado-C
  + Louisiana-C
  + Montana-C
  + Minnesota-G
  + Nevada-C
  + South Carolina-B
* Currently WINTAC is engaged in discussion with the following state agencies who have expressed a desire to implement CE:
  + Michigan (G and B)
  + Minnesota-
  + Missouri-( G and B)
  + Rhode Island-C
  + District of Columbia
  + Arizona-C
  + North Carolina-G
  + Oklahoma-C
  + Arkansas-B
* WINTAC anticipates that it will be involved in providing intensive technical assistance to 20 state agencies implementing CE by the end of the grant in 2020.
* WINTAC has initiated and is moving toward the formalization of a partnership with the Y-TAC and NTACT to provide TA to agencies seeking to provide CE to in and out of school youth
* WINTAC has begun a formal evaluation of all CE pilots which will include surveys, interviews and performance data
* WINTAC has worked with the Association of Community Rehabilitation Educators (ACRE) in the development of basic and professional level CE Certification. The Essential Elements of Customized Employment served as the foundation of both certificates.
* The Essential Elements of Customized Employment continues to be a valuable and widely promulgated document that is used develop training, evaluation and certification systems.
* WINTAC has developed and utilized the following tools relating to CE:
  + CE Roadmap for Implementation of CE
  + CE Overview/Orientation for VR agencies and partners (day-long session)
  + Discovery/Pre-ETS Cross Walk (revised draft under review by RSA)
  + CE Milestone Fee Structure
* CE Policy Template to guide the development of policies and practices
* CE template for Request of Proposals for training

Key Activities for 2018/2019

* WINTAC will create and facilitate a Community of Practice (CoP) for all CE Pilot states. This CoP will provide a platform for states to share information on policies and practices, discuss solutions to implementation barriers, and receive continued technical assistance
* WINTAC will develop a comprehensive tool for states to evaluate the quality of CE services and outcomes. This tool will be based upon the Essential Elements of Customized Employment.
* WINTAC will conduct focus groups with employers who have customized jobs to gain a greater understanding of the benefit of CE for employers
* WINTAC will integrate Labor Market Information (using The Career Index Plus) in to the Employment Planning process of CE
* WINTAC will introduce Financial Literacy into the CE Discovery process
* WINTAC CE and Integration Topical areas will coordinate efforts to introduce CE into the Workforce System.
* WINTAC will work with RSA to explore if and how the Discovery process can be incorporated into Pre-ETS

Early Findings

In discussions with the states that have undertaken CE projects, WINTAC has received the following feedback on the early impact of CE:

* CE fundamentally changes the way that counselors see consumers in terms of employability. Customized Employment opens the doors to new opportunities for individuals that were not previously considered
* CE fundamentally changes the way in which VR agencies view ‘evaluation’. Introducing Discovery portion of CE into the service delivery systems allows agencies to take a more consumer focused and directed approach to the development of vocational goals
* VR has initiated cross agency workgroups around Customized Employment. In many cases VR is effectively coordinating services and funding with other agencies in unprecedented levels. MOUs reflect the new levels of partnerships.
* Because Customized Employment requires higher levels of skill in job planning, job development and placement, VR is experience higher quality of services from its staff and the staff of providers.
* Turnover at the agency and provider levels continues to negatively impact the continuity of services to individuals. This could be particularly problematic for CE as this is a service that takes place over an extended period of time and continuity of personnel is essential to the effective delivery of CE.

The following data represents the number of individuals that have been trained by agency in the CE projects to date:

Table X

CE Project Participants by Agency

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Customized Employment Project Totals** | | | | | | | |
| **Agency** | **Training Provider** | **Training Dates** | **VR Agency** | **Partner Agencies** | **Education** | **CRPs** | **Totals** |
| Minnesota | Mark Gold and Assocs. | April-Dec 2017 | 60 | 3 | 3 | 54 | 120 |
| California-North | TransCen | August-Dec 2017 | 3 | 6 | 6 | 4 | 19 |
| California-Central | Griffin-Hammis | August-Dec 2017 | 5 | 7 | 6 | 10 | 28 |
| California South | Mark Gold and Assocs. | August-Dec 2017 | 5 | 4 | 6 | 15 | 30 |
| Nevada | Griffin-Hammis | Aug-Dec 2017 | 12 | 4 | 8 | 30 | 54 |
| Idaho | Griffin-Hammis | August-Dec 2017 | 21 | 4 | 9 | 11 | 45 |
| South Carolina-Blind | Griffin-Hammis | 17-Aug | 26 | 0 | 0 | 0 | 26 |
| Montana | Mark Gold and Assocs. | 17-Jun | 4 | 5 | 2 | 15 | 26 |
| **Totals** | | | **136** | **33** | **40** | **139** | **348** |

**Topics 4&5: Integration of VR into the Workforce Development System and the Transition to the Common Performance Measures**

The following is an updated list of States currently engaged in Intensive Technical Assistance by area of focus. This reflects the activity of the Topic 4 and 5 portions of the WINTAC team and does not include those activities related to Pre-ETS, Customized Employment, Section 511 or Labor Market Information, except where there is a crossover in support.

**Transition to Common Performance Measures**

(27 State Agencies)

* Alaska Combined
* American Samoa Combined
* Arizona Combined
* Arkansas Blind
* CNMI Combined
* Delaware Blind (pending)
* District of Columbia Combined
* Florida Blind
* Georgia Combined (pending)
* Hawaii Combined
* Idaho General (pending)
* Indiana
* Iowa Blind
* Kentucky Blind and General
* Louisiana Combined
* Michigan Blind
* Michigan General
* Minnesota Blind and General
* Mississippi Combined
* Montana Combined
* Nevada Combined
* North Carolina Blind and General
* Rhode Island Combined
* Utah Combined
* Virgin Islands Combined

**VR Service Integration in the American Job Center**

(16 State Agencies)

* Alaska
* Arkansas Blind
* Commonwealth of Northern Marianas
* Delaware Blind (pending)
* Florida Blind
* Iowa Blind
* Hawaii
* Louisiana
* Massachusetts (pending)
* Michigan
* Michigan Blind
* Mississippi
* North Carolina
* Rhode Island (pending)
* Utah
* Virgin Islands

The Service Integration Activity can be further broken down into the following sub-topic areas:

**Career Pathways**

(11 State Agencies)

* Alaska
* Arkansas Blind
* Delaware Blind (pending)
* Florida Blind
* Iowa Blind
* Louisiana
* Massachusetts
* Mississippi
* North Carolina
* Rhode Island
* Utah

**Service Integration**

(6 State Agencies)

* Iowa Blind
* Louisiana
* Michigan
* Michigan Blind
* Mississippi
* North Carolina
* Utah

**Collaborative Business Engagement**

(5 State Agencies)

* Commonwealth of Northern Marianas
* Florida Blind
* Iowa Blind
* Mississippi
* North Carolina

**WIOA Implementation**

(3 State Agencies)

* Hawaii
* North Carolina
* Virgin Islands

**Programmatic Access**

(2 State Agencies)

* Arkansas Blind

**Update on Potential ITA Development**

**Delaware Blind**

The Delaware Blind Agency is completing an ITA that will include direct TA activity in the Pre-ETS and Common Performance area; and the agency will add a fairly comprehensive approach to service alignment that will include a lot of activity with core and required partners in WIOA implementation. The outcomes of the integration activity will be designed to show increased co-enrollment with the Blind Agency customers, and stronger career outcomes that can be tied to greater service response by the AJCs to blind job seekers. Facilitation of the integration activity will include the support of the state’s One-Stop Operator in meeting with the Core and other required partner programs at the state level. Activity has been initiated, but the plan is still in the process of being signed.

**Virginia**

In coordination with the Targeted Communities Technical Assistance currently provided to Virginia General, WINTAC was asked to add additional technical assistance in the area of integration -- specifically partner development -- to increase services and employment outcomes for VR consumers and the implementation of the IRT model as a pilot. To date, targeted TA has occurred in concert with Targeted Communities to include initial training to the Martinsville area as the pilot for IRT implementation and modeling of the IRT directly with consumers. What became evident was the VR Counselors’ lack of knowledge and full understanding of partner agency services and the benefits of providing joint services in the IRT framework. As a result, the facilitation of partnership development through a Resource Academy has been scheduled for October. The development of an ITA has been discussed and will occur in the near future. Administrative changes and large layoffs across the Virginia General agency have taken priority and slowed the ITA development.

**Rhode Island**

Rhode Island currently has a signed ITA for Pre-ETS only and wants to expand to include Common Performance Measures and Career Pathways Development. To date, initial awareness training and evaluation of needed TA has been completed. Activities have been developed and outputs determined and sent to the agency for signature. However, as a result of the collective career pathways and common performance measures training and discussion with leadership and supervisory staff on availability of additional TA through WINTAC, the agency requested a substantive list to include updated WIOA based counselor expectations, Partnership Plus, Integrated Resource Teams, additional Common Performance Measures and Integration activities, and Customized Employment. Due to the additional requests, Rhode Island is determining which activities to include and the timeline of those activities, so the completion of the ITA is on hold awaiting those decisions**.**

**Massachusetts General**

The Massachusetts General agency is developing an ITA with Pre-ETS and has requested TA on the IRT process. The General agency previously had a pilot project with their behavioral health agency to co-enroll youth between the ages of 16 and 22 to collectively serve the population. The agency plan is to expand the work started through the pilots to include all consumers of any age involved with both agencies. From the findings, it became evident that a deeper understanding of each other’s services and processes was warranted as well as a more clearly defined model for integration and sharing resources/services. As a result of a training at CSAVR in the Spring, provided by DJ Ralston (TCTAC) on the use of the IRT, The Massachusetts Rehabilitation Commission (MRC) was referred to the WINTAC integration team for TA. Multiple targeted activities have occurred with a web-based overview for leadership to expand their awareness of the IRT process and its value. In addition, discussions on next steps to engage key staff and champions within the agency on cross-agency partnerships has occurred. In late September, with the output of expanding MRC’s understanding of the potential value of the use of the IRT model, a cross-state group (to include Virginia, Connecticut, Rhode Island, Alaska, Idaho and Iowa) was convened and MRC heard firsthand from both VR and workforce agencies how the model has provided value to both consumer and agencies in these states; success stories were shared. MRC had the opportunity to ask their peers several questions. As a result of the targeted TA, MRC is moving ahead with inclusion of further activities in the ITA around IRT implementation to include initial training of MRC and DBH staff, policy and procedural changes, implementation strategies and partner development. The training will be held in October with both MRC and DBH with next steps to be planned following that activity. The IRT is in draft form currently and will be signed with all activities in the near future. Targeted Communities does not have its own Technical Agreement with MRC, but will be included as a support to the WINTAC ITA. In addition, MRC has asked for a separate meeting to discuss a request to add TA regarding Career Pathways and Common Performance Measures. After this meeting, the WINTAC Team will work with MRC to determine what activities will be added to the ITA.

**Iowa General**

The Iowa General Agency currently is developing an ITA focusing on how Counselors use LMI in the Career Counseling process. This agency is also considering the possibility of adding activity related to the utilization of the Integration Continuum Self-Assessment. They have requested that the WINTAC present the self-assessment tool and process at a joint meeting of the VR Area Supervisors and Workforce Directors in November.

The work of the common performance measure team has progress and impact across many areas for VR agencies. Below are a few stories of how the work in this topic area has had an impact.

**WIOA and IDEA Performance Indicator Alignment**

Using data to analyze the effectiveness and program improvement needs of SVRA’s has been an effective and impactful activity for agencies across the country. In August of 2018, WINTAC provided technical assistance and training during a combined agency transition institute for Michigan General and Blind, as a part of their intensive ta agreements. One of the many topic areas covered was the alignment of VR and IDEA Performance Measures. [WINTAC created a tool](http://wintac-s3.s3-us-west-2.amazonaws.com/topic-areas/ta_PreETS/WIOA-IDEA_Indicator_Visual_Accessible.pdf) for VR agencies to use during outreach and partnership building efforts, cross training with education partners, and increased knowledge of successful transition outcomes in education. After training on both VR and IDEA Performance Measures, transition client scenarios, and resources for moving forward, MI-B took ten steps forward. By the next morning Bill Robinson had used WINTACs tool and knowledge gained through this activity to create a living spreadsheet with all of the school districts in Michigan. He reviewed the schools transition services identifying which of these services may count as pre-employment transition services, which ones may be missing or underserved, as well as other focuses of the school. He used the performance indicators to show how all of the different services for youth (VR/Pre-ETS and IDEA Transition) can impact each agencies performance, truly showing the statewide view of everyone succeeding together.

**Analyzing States Ability to Collect and Report**

The majority of Intensive TA Agreements for Topic 5 include activities related to analyzing and building capacity to successfully collect and report data required for RSA-911 and WIOA Performance. This is generally done through use of an assessment tool and dedicated technical assistance sessions to discuss definitions, implications, specific data elements, and quarterly/annual reporting requirements. Using RSA Data Dashboards have been an important addition to the tools WINTAC has to assess agencies implementation of reporting requirements.

Arkansas Blind is an agency where WINTAC technical assistance has proven to be impactful for the agencies success in reporting. During the summer of 2018, intensive ta activities began. Initial training and assessment led to the discovery that Arkansas Blind was misunderstanding a function of the AWARE system, thinking that it was documenting and reporting post-exit data elements. The agency has struggled in updating UI agreements to data match post-exit elements required for WIOA performance. The agency had implemented follow up practices for counselors to track employment, and other progress, after participants exited the program. Through WINTAC ta, we discovered that the tool in AWARE they were using to capture this data, had a completely different purpose, and was not tied to any of the post-exit elements. WINTAC facilitated team discussions with Alliance during the Alliance GetAWARELive conference, and then virtual meetings after. We were able to walk through the requirements, discover AWARE’s capabilities, and set a new plan for the agency moving forward. Regular follow ups are in progress to analyze PY17 data, identify next steps, and continue moving forward in improving data and program outcomes.

**Career Pathways – A Road to Performance Outcome Improvement**

We have been providing training, technical assistance and resources to multiple agencies on the career pathway model, while aligning them with performance outcomes for WIOA. The intended outcome is to provide basic training, increase VR knowledge and involvement in Career Pathways, while increasing accessibility and enrollment with VR participants. We believe this will result in the increase of WIOA performance measures for VR, but more importantly increase successful employment outcomes for people with disabilities. This activity is largely in collaboration with Topic 4 and 5, and has been formally provided in 2018 to Iowa Blind, Florida Blind, Mississippi and Rhode Island, with multiple other agencies scheduled for future technical assistance.

Following WINTAC technical assistance, Mississippi took the Career Pathways training and developed a model of developing “career pathway plans” for youth.  It is a way to engage their eligible youth (this is not for potentially eligible) develop IPE’s quickly and get them on a career pathway while also setting up a solid way to improve their performance measures. Other states, this was their initial connection between the benefits of developing career pathways and how they would positively impact their goals with the common performance measures. We expect to see additional models and initiatives to increase career pathways, largely due to its positive impact on performance, in WINTAC’s 4th year.

**Intensive TA Agreements:**

There one new intensive TA agreement completed in the fourth quarter of Year 3. The agreement was with Michigan Blind. Although there was only one new ITA developed, there were numerous agreements pending near the close of Year 3. These are with:

1. Arkansas General
2. Missouri General
3. Delaware Blind
4. Georgian Combined
5. Iowa General
6. Massachusetts General
7. Puerto Rico Combined
8. South Dakota Combined

A summary of the intensive TA States, their topic areas and the TA partners are included in Table 5 below.

Table 5

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

Intensive TA Agreement at the End of Year Three

**Section IV: Workforce Innovation Pilot Projects**

**Career Index Plus:**

The training and TA provided around TCI+ has grown exponentially in Year 3. There are numerous VR Agencies with TCI+ written into their ITA agreements and we have begun in-depth partnerships and connections with the topic area teams throughout the WINTAC.

**Communities of Practice**

Portals LLC has engaged with three communities of practice. These include:

* In partnership with JDVRTAC, we have joined and taken leadership of the Labor Market Information Community of Practice. The outcome of this CoP will be specific examples of how LMI is being used within VR agencies. Our staff will be continuing as leader of the CoP.
* ‘The Career Index Plus Usage by People with Disabilities’ community of practice has met three times formally. This CoP is focused on the accessibility features of TCI+, and discussions revolve around these features, staff usage, client engagement, etc. As a direct result of this group, several ‘updates’ were made to TCI+ to enhance the usability of the site for users with disabilities. These updates were accepted by TCI+ developers and are included in the current release.
* ‘TCI+ Methods and Models’ community of practice was been initiated in August 2018. We will continue to invite additional states to this group. This CoP is built around methods of utilizing the TCI+ system by VR agencies and focuses on the documenting and publishing of methods for usage by other states. The outcome of this CoP is a reference document on TCI+ usage methods.

**SVRA Training Plan Activities**

After completing the online, self-paced, fully accessible training on Labor Market Information, Counseling and Guidance, and TCI+ (posted onto the SDSU website this quarter), we have created the ‘SVRA Training Plan Checklist’ content plan. We are distributing this resource to any agency seeking immediate, independent, or non-intensive training on TCI+ Usage.

**Technical Assistance Activities**

Portals LLC has worked with on multiple Technical Assistance projects, including the following:

***Universal Technical Assistance***

Website Maintenance and User Support Activities

Beginning to update Website TA Documents

Completion and publication of an online, self-paced TCI+ and LMI Training

Creation of ‘SVRA Training Plan Checklist’ content plan

Creation of five (5) Introduction to TCI+ Vignettes

***Target Technical Assistance***

Communities of Practice Activities are considered ‘Targeted Technical Assistance.’

The *CoP on LMI* in particular has an abundance of state representatives, including: California, Colorado, Connecticut, Delaware, Florida General, Idaho, Illinois, Indiana, Kansas, Maryland, Michigan, Mississippi, Missouri, Montana, New Jersey General, New York, North Carolina, South Carolina, Virginia General, Virginia Blind, Washington, and Wisconsin.

The *CoP on TCI+ Usage for People with Disabilities* is a practitioner group, and has agency staff members or clients from Indiana, Connecticut, Wisconsin, North Dakota, and Iowa.

The *CoP on TCI+ Methods and Models* has been planned, with staff North Dakota, Florida, and Iowa Blind confirming intent to participate.

***Targeted TA Agencies:***

* Washington Blind
* Utah General
* Florida Blind
* Idaho General
* New Jersey Blind
* Washington General

***Intensive Technical Assistance***

Iowa Blind (ITAA on file)

We are working with the Iowa Department for the Blind on two pilot projects. The first is related to TCI+ Usage for Client related LMI. This project, consisting of three counselors and Portals LLC staff, is producing counselor-based recommendations for LMI usage during case activity using TCI+. The second pilot is related to TCI+ Usage for Business related LMI. This project, consisting of three counselors and Portals LLC staff, is producing counselor-based recommendations for using LMI to identify employer’s staff may engage.

Iowa General (Agreed to ITAA)

We are working with the Iowa General agency on establishing a training curriculum for TCI+ usage with their staff. In addition to training materials, we are specifically designing a usage manual based upon agency needs. We provided in-person training on TCI+ for September 2018.

Iowa General administration has provided agreement for the development of an ITAA. Portals LLC is working with WINTAC administration on drafting this ITAA.

Arkansas General (Draft ITAA on file)

Portals LLC conducted in-Person Training in April 2018. During this training, and in subsequent emails after, we worked with Arkansas staff to determine pilot project goals. These goals include the following: Documenting LMI using TCI+ at IPE; LMI and the Informed Choice Case Note; TCI+ at Orientation; TCI+ used for Job Coaching; TCI+ and Pre-Employment Transition Services.

This ITAA is currently in draft.

Mississippi (ITAA on file)

Portals LLC conducted a TCI+ introductory webinar in April 2018. This webinar was then re-recorded and captioned and is now available as our first five vignette videos. In late May 2018, we held an in-person training in Mississippi. The outcome of this training was for agency staff to utilize TCI+ and to determine agency interest in expanding usage. We began the next phase in August 2018.

South Carolina Commission for the Blind (ITAA on file)

SCCB initiated a new IPE case note protocol in January 2018. As such, they have showed interest in evaluating the usage of this case note, which utilizes TCI+ to report LMI for each IPE. As such, we have initiated a discussion with evaluation team on methods for evaluating SCCB’s activities. See evaluation information below for more information.

Colorado Combined (ITAA on file)

Portals LLC worked in this quarter with Colorado VR agency to determine the scope of a train-the-trainer model. We provided training for the first week of August, and have completed the training materials and manual which is attached to this report.

Idaho General (ITAA on file – needing to add TCI+ activities)

We have two onsite trainings in September 2018.

Minnesota Blind (ITAA on file)

Portals LLC has attended regular meetings with the WINTAC team on the Minnesota Blind ITAA. In addition, we initiated contact with the agency to determine the scope of training and needs in relation to TCI+ and LMI. After a series of calls and emails, we determined that a general training on TCI+ is warranted, with a special emphasis on ethical implications of LMI. We provided in-person training in August 2018.

California (ITAA on file – needing to add TCI+ activities)

The northernmost district of California VR has requested Technical Assistance specific to LMI usage through TCI+. We conducted training in June 2018 onsite in Sacramento, and are awaiting a determination by the California administration of additional efforts and TA will be undertaken.

Delaware Blind (ITAA on file)

Portals LLC attended monthly meetings with WINTAC team. Determination still needs to be made of long-term scope for activities.

Florida General (ITAA on file – needing to add TCI+ activities)

Ongoing discussion with staff Florida staff on the relevancy of TCI+ training, since staff already have robust usage. We have determined that a series of webinars, progressing from basics to advanced, and focused on Florida’s usage of the ‘Matrix’ documentation style for IPE development, be created. We are still in the process of determining the training curriculum for end of year (Nov – Jan) training.

Michigan (ITAA on file), Michigan BSBP (ITAA draft on file), Delaware Blind (ITAA on file)

For these three, we have just initiated discussions. No ITAA work has formally been completed.

**Program Evaluation Activities**

While we have evaluation criteria for other activities, evaluation remains in the early stages for TCI+/LMI usage. However, after discussions with multiple states who have recommended that evaluation be conducted collaboratively with the new program evaluation requirements, we have met with WINTAC – Evaluation (Syracuse) and WINTAC - Program Evaluation teams and have developed the evaluation components below. We will continue to work with these groups and, once data becomes available, will re-engage states accordingly.

**Main Evaluation Components**

We believe that LMI usage through TCI+ may lead agencies to the following measurable, quantitative outcomes. This data should be available – from 911 reporting and through SOC reports from RSA – and easily cross referenced with TCI+ data regarding agency and/or counselor usage:

1. Increase in participants employed
2. Increase in wages
3. Increase in hours worked
4. Increase in diversity of employment goals at IPE approval
5. Increase in diversity of employment goals at closure
6. Increase in training programs utilized
7. Increase in the diversity of training programs utilized
8. Decrease in the amount of time between eligibility and IPE approval
9. Decrease in the amount of time between IPE approval and job placement
10. Increase in the accuracy of employment goals between IPE approval and job placement

We believe that LMI usage through TCI+ training will increase VR counselor knowledge of LMI, leading to a greater informed choice for VR participants and the following measurable, qualitative outcomes:

1. Increase in the number of staff participating in TCI+/LMI training
2. Increase in the perception of staff comfort using TCI+/LMI
3. Increase in the number of partner agencies trained on TCI+/LMI
4. Increase in the number of case notes including TCI+/LMI data
5. Increase in client perception of informed choice

**Evaluation Methods**

* Compare state programs that have higher usages of TCI+ against state programs with lower usage for **any** of the measurable, quantitative data elements. This will show that LMI usage through TCI+ leads to better performance. Data will need to come from RSA. The greater the gradations in the data the better the data.
* Compare ITAA state programs before and after implementation of ITAA measures. Data will need to come from states as part of the ITAA. But we can identify states based upon usage of TCI+.
* Compare same data sets between states with high TCI+ usage, middle usage, and low usage.

**Data Sources**

* RSA SOC Code Data - Evaluation Components 4, 5, 10
* 911 Reports – Evaluation Components 1, 2, 3, 8, 9
* Participant Interviews and Surveys – Evaluation Component 15
* Counselor Interviews and Surveys – Evaluation Component 12
* Training Data – Evaluation Components 11, 13
* TBD – Evaluation Components 6, 7, 14
* The Career Index Plus – Cross referencing to LMI usage

**The Career Index Plus Data**

State Level

Unique Users within a State Agency

Total Visits to the Site (log in’s)

Total Page Views

Total Clients Invited

Aggregated Activity History (what they looked at on the site)

Counselor Level

First Visit to the Site

Last Visit to the Site

Total Visits to the site

Total Page Views

Total Clients Invited

Activity History (what s/he looked at on the site)

**Current TCI+ Usage Statistics:**

* 58 VR Programs
* 4,632 VR Counselors
* 1,916 VR Clients
* 144,344 unique logins
* 6,778,541 page visits

Highest Usage States: North Dakota, Florida, Idaho, Indiana, Connecticut, Colorado, Arkansas, South Carolina

**SARA**:

We have overcome many hurdles we’ve faced with state IT departments and we’re starting to see the results of our effort. SARA has proven the ability to continue to evolve with the changing landscape found across the agencies.

Staff and management have embraced using SARA to streamline the process of a successful closure and enhance the overall client experience.

**Generation 3 of SARA**

During the final Quarter of year 3, the next generation of SARA was launched. This includes a brand new staff interface that runs on a phone as well as on a desktop. It includes voice commands, a new multiuser calendar as well as new user types and a host of features requested by users. The initial feedback from users has been very positive.

In addition, we upgraded our API that connects SARA to other case management systems so that additional custom fields can be transmitted back and forth. For example, a status change in the case management system can now be transmitted to SARA and SARA automatically changes the status in SARA as well.

**Kentucky:**

We have 3 instances of SARA operating in the Tenco Region. SARA is currently supporting WIOA, Wagner-Peyser, Adult Education, Vocational Rehabilitation and Office for the Blind. SARA has been in contact with approximately 4,000 clients in the Pilot area. After organizational restructuring, WIOA and Wagner-Peyser share a single instance of SARA, Vocational Rehabilitation and Office of the Blind completed a merger and Beth Kuhn is no longer the commissioner.

The 4th quarter of 2018 brought continued progress to the SARA project. VR and OFB staff provided valuable feedback leading to SARA enhancements. WIOA and Wagner-Peyser completed the merger of their SARA instances and are seeing the benefits of using SARA for client appointment communication. Adult Education continued to grow the population of students communicating with SARA. VR and the state IT department are in the process of completing additional work to their case management system that will allow for additional SARA automated processes.

The 4th quarter saw additional SARA automation in place for VR and OFB. We anticipate adding additional SARA follow-up in WIOA and Wagner-Peyser, in order to track new client Work and Community Engagement requirements. All staff will receive additional training from TCI regarding Version3 of SARA.

**Nevada:**

SARA continues to flourish statewide for Vocational Rehabilitation and has processed over 7,000 clients. Staff is extremely engaged and has provided feedback regarding the benefits of using SARA. Additional SARA follow-up was implemented.

Title I and III received approval to have Geographic Solutions modify their API to allow for two-way communication with SARA. Work is underway to establish the connection and get SARA live. Once the agencies are actively using SARA, the partners will establish common client data sharing, as outlined in the initial scope of the project.

We also had a meeting with Alliance and Nevada and it was agreed that Alliance will work with us to integrate SARA with Aware in the upcoming implementation of Aware in Nevada. All partner agencies are active in Nevada. TCI is providing onsite training and implementation during this time. All existing staff will receive additional training from TCI regarding Version3 of SARA.

**Alaska:**

SARA has processed over 4,700 clients for WIOA, Wagner-Peyser, Vocational Rehabilitation and Disability Employment Initiative. SARA is integrated with VR’s case management system (AWARE) performing two way communication. WIOA, WP and DEI are in the process of obtaining a new case management system and despite TCI’s best effort; Administration has placed a hold on connecting SARA with the current system of record.

During the 4th quarter, Alaska VR implemented a requirement for staff to utilize SARA and for management to use the SARA reports for accountability. SARA’s role in the daily process was expanded and we have received positive feedback from staff.

In the 4th quarter, state IT staff modified some of the communication tables to allow SARA to track Post Exit requirements more efficiently. We hope to receive direction from the other partners regarding their new case management system. All staff will receive additional training from TCI regarding Version3 of SARA.

**Peer Mentoring**:

The Peer Mentoring program continues to grow and to develop new tools and supports for VR agencies throughout the country who are interested in this important service. This quarter the Peer Mentoring Workforce Innovation Pilot Projects (WIPPs) team has conducted the following activities:

**State Activities**

Florida

Continued rollout and statewide development of Florida’s integrated model, including the recruitment, engagement and training of Community Service Providers (CRPS) to provide peer mentoring as a specific VR service to eligible recipients. The project team conducted 7 project coordinator on-site trainings in 4 cities throughout Florida.

To date, we have the following individuals in the process of becoming trained and certified to provide peer mentoring services to VR clients in Florida.

Completed Onsite Training: 216

Enrolled In Online Training 201

Completed online course: 83

Certificates Awarded: 55

Florida has begun a state Peer Mentoring Community of Practice which includes Practitioners, Provider Liaisons from each VR Region and State staff. The group is meeting on the third Wednesday of the month by phone and has had 5 meetings. Discussions focus on identifying and resolving system problems, identifying best practices and engaging service providers in discussions of what is working and what is not. Our most recent call included 19 service providers, 7 provider liaisons representing all 7 regions and the state lead for the program and three PolicyWorks staff.

WINTAC’s work in Florida has allowed it to add Spanish Language and Accessible Visually Impaired course versions based on VR and VR providers’ request.

PolicyWorks is now positioned to survey all training participants to ascertain the challenges which are keeping the overall percentage of course completers relatively low. We have assigned a staff person to work with providers on these issues beginning October 2018.

<http://rehabworks.org/stw_ypm.shtml>.

""

Mississippi

The project team has also supported *Mississippi* Department of Rehabilitation Services (MDRS) in the design of their Peer Mentoring program. MDRS peer mentoring is being piloted at Mississippi State and Southern Mississippi beginning in August 2018 with the start of the academic year. WINTAC team project support includes state level customization of the online certification process and material. The content includes modules on specific available MDRS Services and the campus and community resources available at the two pilot locations. It also includes the production and customization of a peer mentoring coordinator manual and peer mentor manual for mentors and coordinators. Peer Mentoring Coordinator training is scheduled for both locations. We had 40 Project Coordinators and state level managers and staff attend the training in Jackson MS. The three instructors who will supervise peer mentors also completed the online course and the field assignment to receive a certificate. Eight mentors have been trained and are available to work with students at the two universities.

MS staff have developed a cross referral system that allows the MDRS staff to refer to the university, but also allows the university to refer students to MDRS who are registered, but in need of services to insure graduation. This process is also being used to identify peer mentors from both caseloads that would make good mentors for the program.

WINTAC, MS staff and university staff are meeting monthly to review progress and identify issues that need to be addressed to improve the program.

Alaska

Alaska once again contracted with Community Service Providers to include peer mentors in their summer programs. A total of 16 mentors were engaged in two sessions of activities and served 167 youth. Each peer mentor provided 160 hours of peer mentoring in a group setting. The University of Alaska at Juneau continues to provide peer mentors to its students who are freshmen or in need of support to successfully complete their university experience. 11 mentors provided 516 hours of mentoring and each mentee receiving an average of 46 hour of mentoring services.

In preparation for Alaska’s summer program, we developed two video scenarios to be used in training. One focused on bullying and how mentors might address this with their mentees and the second scenario was about handling confidential information and their responsibilities as mentors. The material was well-received by the youth being trained.

Iowa Blind

Senior leadership at Iowa Blind is committed to the development of a Peer Mentoring model for Iowa Blind. After much delay, a meeting of senior staff, the WINTAC liaison and the PolicyWorks staff was held Sept. 9. Iowa Blind has identified a staff person to lead the program development and implementation.

PolicyWorks has completed the two customized modules for the online training and Iowa staff is reviewing the material.

**Collaboration with Technical Assistance Centers and other WINTAC teams.**

The Peer Mentoring team has been engaged by YTAC and NTACT in discussions about potential collaboration and have solicited and received their feedback on the online course and the project design. We have incorporated their suggestions. The Pre-ETS team is also engaged with this group and with working one-on-one with states who are working to design new models and have questions about the impact of the design on Pre-ETS funding issues.

As the number of states interested in developing new models increased, the assistance of the Pre-ETS team and the project liaisons from the state have been invaluable and we have developed a tracking report to keep everyone informed of the status of the 11 states we are now in discussion with.

The team continues to modify and enhance the online course based on input from pilot projects and partners so that users have a premium experience. Improvements include the identification of voice talent to re-narrate the on-line training modules, the development of a fully accessible version for the blind and visually impaired as well as a Spanish version. We continue to review the feasibility of working with members of the deaf community in Florida who have volunteered to work with us to develop a signed version of the course which will be a feature of the on-line training platform.

**Recruitment**

Recruitment of new states is on-going, and we collaborated with partners and other WINTAC staff to develop a brochure for distribution at CSAVR in April 2018. Over 100 copies were distributed. In early June, John Connelly worked with us and included an article we developed about peer mentoring in the CSAVR newsletter at the end of the last quarter.

The response to this information was astounding. To date, 12 states inquired about the possibilities of developing a model for peer mentoring in their state. Only two of these states have decided not to move forward. States who are in on-going discussions with project staff include: Arkansas, Maine, Maryland, Missouri, Nebraska, Oklahoma, Virginia, and Washington.

In several states both General and Blind agencies are considering partnering on the project.

To date state model discussions have included the use of peer mentoring in partnership with: work with:

* Independent Living Centers
* School Systems

Additionally, states are considering the use of peer mentoring to works with VR clients to:

* Provide Labor Market Information including the use of The Career Index Plus
* Support Students and Youth moving from segregated settings to integrated settings.

**Section VI: Supplement Summary Report**

**Report on Supplements:**

**Supplement 1:** See WIPP summary on TCI+

**Supplement 2:**

**ExploreVR Job-Driven Toolkit Transfer Status**

II-CDL received the final export of the Explore VR’s Job-Driven Toolkit in early September 2018. The team is currently preparing a new structure of the WINTAC website, which will include the exported contents of the JD Toolkit.

Since the page structures will not be in exact replica of the JD Toolkit, II-CDL team will manually transfer the contents from the exported site into the newly structured WINTAC website. This process is planned to be completed by March 2019, if not earlier.

ICI did not spend any of their subcontract money this year as they were under a no-cost extension and asked to carry over the full amount so that they could provide more TA in year 4 of the WINTAC. There are two agencies so far that have opted for TA o business engagement (Alaska and Arkansas Blind), and ICI is advertising to agencies now for the TA.

**Supplement 3:**

# **Designing the TAC Service Status Map**

After completing the conceptualization and mock-up of the **TAC Service Status Map**, II-CDL team has been developing the map, which will allow users with and without visual impairments can access the information from the map. ARIA attributes are used to ensure the accessibility requirement of the map. The map will be generated using the Scalable Vector Graphics (SVG), an XML-based vector image format for two-dimensional graphics. It is an open standards developed by the World Wide Web Consortium (W3C). II-CDL team is fine-tuning the map elements before the release. We plan to open the TAC-IS site with the map and the Search Engine by the end of October, 2018. Screenshot below shows the map layout, which shows states grouped by regions.

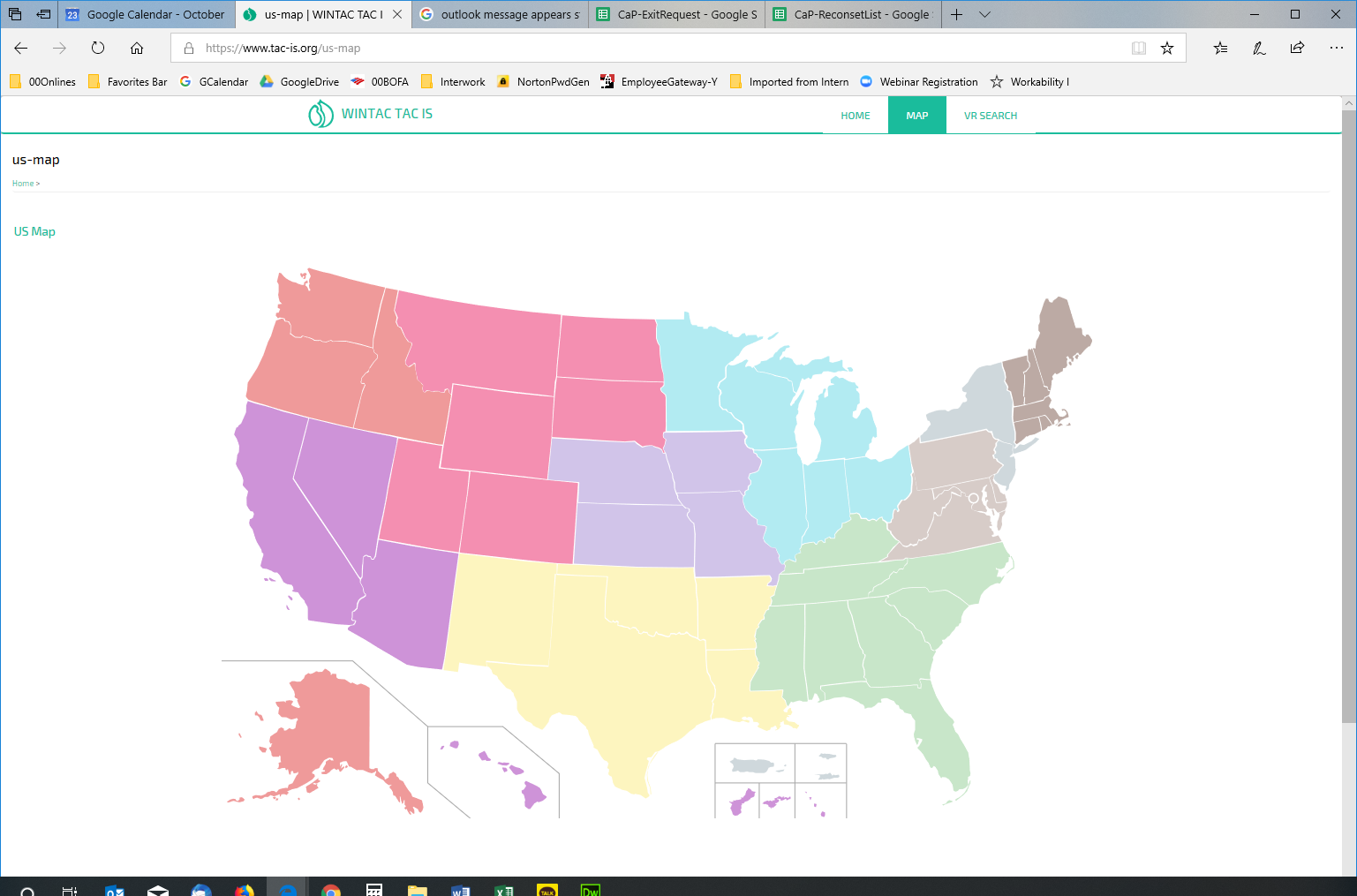


Figure 1. TAC-IS Service Status Map

# **Search Engine**

One of requirements in TAC-IS site is a comprehensive site search of 16 websites. The II-CDL team researched and implemented a search engine solution, which is a cloud-based system with an adjustable Crawler and possibility of JSON API. It provides intuitive search customization options and a consolidated cross-domain search function. II-CDL team has been adjusting and optimizing the search engine configurations and testing the output. Currently, the Search Engine is ready to be used. Screenshot below shows the search result on TAC-IS website.

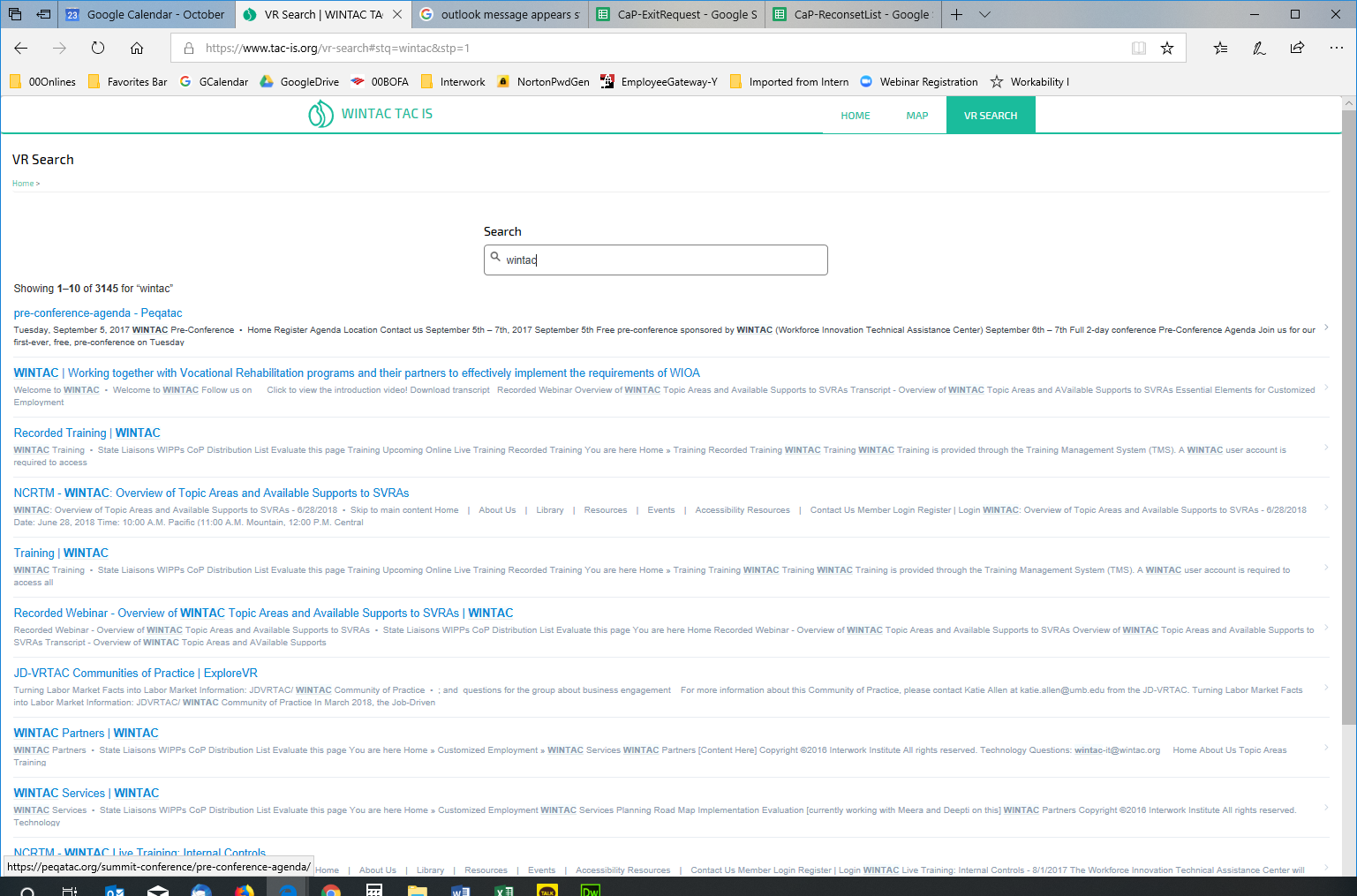


Figure 2. TAC-IS Search Engine Screen

# **Hosting and SSL**

Amazon Web Service (AWS) Elastic Beanstalk environment has been utilized for a reliable load balancer, which allows multiple web servers to meet the concurrent demands from the visitors. Elastic Beanstalk will streamline and orchestrate the code deployment and enable the computing resource scaling as well as capacity provisioning. Individual EC2 computing incidents will share Elastic File System (EFS) to enable Auto Scaling based on the resource demand.

# **Site Design**

II-CDL is preparing the basic design of the TAC-IS website. Currently, the site will apply a simple, streamlined look and feel, avoiding a graphic-heavy, overwhelming structure. As TAC-IS site grows with more content and specifics, the design may go through revisions. A Twig-based template engine will be applied for site uniformity and to follow the web standards.

# **Setting up Database**

During the past quarter, II-CDL completed the installation, configuration and testing of the database. In the AWS Relational Database Service (RDS), Aurora in multi-region setting is utilized for data replication, which provides high availability and fail-safe database services. The configuration for data retention and replication has been completed.

# **On-going Systems Administration**

On a daily basis, II-CDL performs routine system administration tasks such as:

* Monitoring server performance
* Monitoring AWS service resources
* Site traffic
* Security updates
* Security audits for any malicious and/or unauthorized attempts to access the system
* Search engine monitoring and optimization

**Section VII: Program Evaluation**

Please see the year 3 Program Evaluation report attached.

**\*\*NEXT PAGE FOR THE FINANCIAL REPORT\*\***

**U.S. Department of Education**

**Grant Performance Report Cover Sheet (ED 524B)**

OMB No. 1894-0003

Exp. 06/30/2017

OMB No. 1875-0106

Exp. 06/30/2001

OMB No. 1875-0106

Exp. 06/30/2001

***Check only one box per Program Office instructions.***

**[ X ] Annual Performance Report [** **] Final Performance Report**

**General Information**

1. PR/Award #: **H264G150005** 2. Grantee NCES ID#: **122409**

*(Block 5 of the Grant Award Notification - 11 characters.)*  *(See instructions. Up to 12 characters.)*

3 Project Title: **Workforce Innovation Technical Assistance Center (WINTAC)**

*(Enter the same title as on the approved application.)*

4. Grantee Name *(Block 1 of the Grant Award Notification.):* ***San Diego State University Research Foundation***

5. Grantee Address *(See instructions.):* ***5250 Campanile Drive, San Diego, CA 92183***

6. Project Director *(See instructions.)* Name: **Caren Sax** Title: **Project Director**

Ph #: **(619) 594-7183** Ext: ( ) Fax #: **(619) 594-0991**

Email Address: **csax@mail.sdsu.edu**

**Reporting Period Information *(See instructions.)***

7. Reporting Period: From: **10/01/2017** To: **09/30/2018** (mm/dd/yyyy)

**Budget Expenditures *(To be completed by your Business Office. See instructions. Also see Section B.)***

8. Budget Expenditures

|  |  |  |
| --- | --- | --- |
|  | **Federal Grant Funds** | **Non-Federal Funds *(Match/Cost Share)*** |
| a. Previous Budget Period | **$ 3,925,157** | **$ 350,239** |
| b. Current Budget Period | **$ 3,974,788** | **$ 334,431** |
| c. Entire Project Period  *(For Final Performance Reports only)* |  |  |

**Indirect Cost Information *(To be completed by your Business Office. See instructions.)***

9. Indirect Costs

a. Are you claiming indirect costs under this grant?  **X**  Yes \_\_\_No

If yes, please indicate which of the following applies to your grant?

b.  **X**  The grantee has an Indirect Cost Rate Agreement approved by the Federal Government:

The period covered by the Indirect Cost Rate Agreement is from: **07/01/2012** to: **06/30/2018** (mm/dd/yyyy)

The approving Federal agency is: \_\_\_ED  **X** Other *(Please specify*): **DHHS**

The Indirect Cost Rate is: **5**%

The Type of Rate *(For Final Performance Reports Only*) is: \_ Provisional \_ Final  **X**  Other *(Please specify):* ***Predetermined***

c.\_\_\_ The grantee is not a State, local government, or Indian tribe, and is using the de minimus rate of 10% of modified total direct costs (MTDC) in compliance with 2 CFR 200.414(f).

d. **X** The grantee is funded under a Restricted Rate Program and is you using a restricted indirect cost rate that either:

\_\_\_ Is included in its approved Indirect Cost Rate Agreement; or

**X**  Complies with 34 CFR 76.564(c)(2).

e. **X** The grantee is funded under a Training Rate Program and:

**X**  Is recovering indirect cost using 8 percent of MTDC in compliance with 34 CFR 75.562(c)(2); or

\_\_\_ Is recovering indirect costs using its actual negotiated indirect cost rate.

**Human Subjects (Annual Institutional Review Board (IRB) Certification) *(See instructions.)***

10. Is the annual certification of Institutional Review Board (IRB) approval attached? ­\_\_\_Yes \_\_\_ No \_**X**\_ N/A

**Performance Measures Status and Certification *(See instructions.)***

11. Performance Measures Status

a. Are complete data on performance measures for the current budget period included in the Project Status Chart?  **X** Yes \_\_\_ No

b. If no, when will the data be available and submitted to the Department? \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_ (mm/dd/yyyy)

12. By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate and the

expenditures, disbursements, and cash receipts are for the purposes and objectives set forth in the terms and conditions of the Federal award.  I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to

criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise. (U.S. Code Title 18, Section 1001 and Title 31, Sections 3729-3730 and 3801-33812).

Furthermore, to the best of my knowledge and belief, all data in this performance report are true, complete, and correct and the report fully discloses all known weaknesses concerning the accuracy, reliability, and completeness of data reported.

**Rick Gulizia**  Title: **Director of Research Affairs**

Name of Authorized Representative:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_

Signature:

**U.S. Department of Education**

**Grant Performance Report (ED 524B)**

**OMB No. 1894-0003**

**Exp. 0**4/28/2011

OMB No. 1875-0106

Exp. 06/30/2001

OMB No. 1875-0106

Exp. 06/30/2001

**Project Status Chart**

PR/Award # (11 characters): **H264G150005**

**SECTION B - Budget Information (**See Instructions. Use as many pages as necessary.)

**Budget Narrative Update, Workforce Technical Assistance Update**

**Performance Report (data through September 30, 2018)**

**A. PERSONNEL:**

Expended:  **$420,569** Remaining:  **$57,074** Projected Year-End Balance: **$57,074**

**Update:** Dr. Caren Sax, Project Director, continued to support the project at the approved rate of 20% FTE. Dr. Charles Compton,

Co-Project Director continued to support the project at the approved rate of 95% FTE. Raymond Kenney supported the project

An average of 56% FTE during the fourth quarter of the project.

**Fringe Benefits:**

Expended: **$119,251** Remaining: **$20,127** Projected Year-End Balance: **$20,127**

**Update:** The fringe benefit was utilized relative to the spending of the personnel budget.

**B. NON-PERSONNEL COSTS:**

**General Expenses:**

a. Supplies: Expended: **$8,610** Remaining: **$0** Projected Year-End Balance: **$0**

b. Computer Supplies: Expended: **$9,510** Remaining: **$0** Projected Year-End Balance: **$0**

c. Travel: Expended: **$47,531** Remaining: **$0** Projected Year-End Balance: **$0**

**Update:** The following trips have been taken by key personnel through the fourth quarter. It is understood that personnel may not have yet been reimbursed.

Raymond Kenney – JDVRTAC – Bethesda, MD, 8/13/18-8/15/18 = $1,478

Dr. Charles Compton – CE Planning – Providence, RI, 8/28/18-8/30/18 = $1,113

Dr. Charles Compton – WIOA Presentation – Long Beach, CA, 8/30/18 = $133

Raymond Kenney – WINTAC Program Evaluation – Syracuse, NY, 9/4/18-9/7/18 = $1,196

Dr. Charles Compton – WINTAC Program Evaluation – Syracuse, NY, 9/4/18-9/6/18 = $1,042

Raymond Kenney – WINTAC Meeting – San Diego, CA, 9/12/18-9/15/18 = $1,394

Raymond Kenney – LRS Customized Employment – Baton Rouge, LA, 9/19/18-9/21/18 = $1,022

d. Other Travel: Expended: **$12,565** Remaining: **$0** Projected Year-End Balance: **$0**

e. Telephone: Expended: **$1,633** Remaining: **$0** Projected Year-End Balance: **$0**

f. Facilities Rent: Expended: **$13,644** Remaining: **$0** Projected Year-End Balance: **$0**

g. Website Expenses: Expended: **$14,694** Remaining: **$0** Projected Year-End Balance: **$0**

**B. NON-PERSONNEL COSTS (contd):**

h. Consultant Fees: Expended: **$71,213** Remaining: **$49,683**  Projected Year-End Balance: **$49,683**

i. Subcontracts:

CSAVR Expended: **$146,986** Remaining: **$73,365**  Projected Year-End Balance: **$73,365**

National Disability Institute: Expended: **$920,176** Remaining: **$73,734**  Projected Year-End Balance: **$73,734**

Career Index: Expended: **$350,000** Remaining: **$0**  Projected Year-End Balance: **$0**

University of Arkansas: Expended: **$243,395** Remaining: **$114,473**  Projected Year-End Balance: **$114,473**

George Washington University: Expended: **$588,534** Remaining: **$117,277**  Projected Year-End Balance: **$117,277**

Policy Works: Expended: **$352,258** Remaining: **$108,616** Projected Year-End Balance: **$108,616**

Syracuse University: Expended: **$114,977** Remaining: **$63,047**  Projected Year-End Balance: **$63,047**

**Update:** Subcontractor balances are anticipated for YR4 carryover.

**C. COST SHARING:**

**Update:** The project has fulfilled $334,431 of its committed cost share through the fourth quarter of the Project.

**D. INDIRECT COSTS:**

Expended: **$56,446** Remaining: **$10,182** Projected Year-End Balance: **$10,182**

**TOTAL** Expended: **$3,491,993** Remaining: **$687,659** Projected Year-End Balance: **$687,689**

**U.S. Department of Education**

**Grant Performance Report (ED 524B)**

**OMB No. 1894-0003**

**Exp. 0**4/28/2011

OMB No. 1875-0106

Exp. 06/30/2001

OMB No. 1875-0106

Exp. 06/30/2001

**Project Status Chart**

PR/Award # (11 characters): **H264G150005**

**SECTION B - Budget Information (**See Instructions. Use as many pages as necessary.)

**Budget SUPPLEMENT Narrative Update, Workforce Technical Assistance Update**

**Performance Report (data through September 30, 2018)**

**SUPPLEMENT #1 – TCI PLUS YR2**

Expended:  **$97,517** Remaining:  **$32,083** Projected Year-End Balance: **$32,083**

**Update:** Portals LLC continues to provide program evaluation, quality assurance, and technical and customer support for the Career Index Plus Workforce Innovation Pilot project for the WINTAC.

**SUPPLEMENT #2 – TAC-IS YR1**

Expended:  **$122,127** Remaining:  **$80,159** Projected Year-End Balance: **$80,159**

**Update:**

**SUPPLEMENT #3 – JDVRTAC YR1**

Expended:  **$231,437** Remaining:  **$286,979** Projected Year-End Balance: **$286,979**

**Update:** Subcontracts with the University of Washington and the University of Massachusetts are in progress; however, both subcontractors carried-over their first year allocations to YR2.

**C. COST SHARING:**

**Update:** Please see the main WINTAC award for the amount of cost share fulfilled for the total WINTAC project, which includes all

three supplements.