

Virtual Series:
Disability Employment -
Looking Back & Moving Forward

**Future Images of the
Face of Vocational Rehabilitation**

October 28, 2020



Introductions

Panel

- [Cora McNabb](#), Executive Director, Kentucky VR
- [Joe Xavier](#), Director, Department of Rehabilitation, California VR
- [Felicia Johnson](#), Commissioner, South Carolina VR
- [David Doukas](#), Director, Connecticut Bureau of Rehabilitation Services

Host

- [Allison Flanagan](#)
Director, Florida Division of VR and President,
Council of State Administrators of VR (CSAVR)

Discussion Question #1

Service delivery has changed this past year due to the COVID-19 pandemic.

- 1. In the future, what and how do you expect these lessons learned to impact how customers interact and engage with VR services?**

3

Discussion Question #2

An important emphasis on the future of VR services is equality in services to individuals with disabilities and working to address institutional bias that exists within programs.

- 2. What changes or additions do you see in terms of current and future efforts to maintain equality?**

4

Discussion Question #3

The issue of staff retention/attrition is a well-known, long term concern related to Community Rehabilitation Providers and other vendors that are so critical to the service delivery models of State VR agencies.

With the onset of COVID-19 this issue has been heightened.

3. How is your state addressing this ongoing issue?

5

Discussion Question #4

Over recent years, this same staff retention issue has become increasingly prevalent within many State VR agencies.

4. What strategies do you believe would be most beneficial in reducing attrition and retaining talent in your program staff?

6

Discussion Question #5

Service delivery design has changed with the Workforce Innovations Opportunity Act (WIOA) with more emphasis on statewide workforce system integration.

- 5. What has changed in your state and what challenges and successes are you expecting in the future with planning and providing VR services with workforce partners?**

7

Discussion Question #6

The Workforce Innovation and Opportunity Act (WIOA) introduced Pre-employment services and further emphasized transition services as ways to provide a career development approach for youth to understand and identify their employment interests and to enter and advance in competitive integrated employment.

- 6. What challenges and strengths have you seen in your state and what do you see in the future related to these services?**

8

Discussion Question #7

Assistive technology services and devices are increasing the way more VR consumers can participate in employment of their choice.

7. **What challenges do you see to meet the demands of rapidly advancing changes and increased need for these services (such as need for well trained staff, employer acceptance, cost of new devices?)**

9

Discussion Question #8

Employer engagement is a complex and ongoing part of planning and delivering successful VR services.

8A.

What collaborations and changes have you seen to increase employer engagement among WIOA partners and other partners?

8B.

What do you hope to see as trends for the future?

10

Discussion Question #9

Community Rehabilitation Programs provide needed services to our customers in both their efforts at gaining and retaining integrated competitive employment, particularly for those in Supported Employment.

9. Do you see their role in this process increasing or changing in the future?

11

Discussion Question #10

We are seeing more need for Stay at Work and Return to Work services as a result of employer engagement.

10. How do you see these services integrated into VR in the future?

12

Discussion Question #11

11. What other future emerging issues are you expecting to be a part of the future of VR services?

13

Thank You!

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14

Hi! I'm Rosie



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- **Accessible Kiosks**
Webinar Series: Accessible Technology
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accessibilityonline.org/ada-tech/session/?id=110880
- **Challenges in COVID-19 for Persons with Disabilities: Employment, Communication, Public Spaces & Mental Health**
Special webinar: International Day of Persons with Disabilities (IDPD)
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21