

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ATTACHMENTS REQUIRED OF ALL AGENCIES

USP Part II-J-9

(c) Vocational Rehabilitation

[Describe the designated State agency's policies, procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified State rehabilitation professional and paraprofessional personnel for the designated State unit pursuant to Sec. 101(a)(7) of the Act. (Sec. 101(a)(7))]

ARKANSAS REHABILITATION SERVICES (ARS)

**Policies, Procedures And Activities To Establish And Maintain
A Comprehensive System Of Personnel Development**

Data on Qualified Personnel Needs and Personnel Development

Arkansas Rehabilitation Services (ARS) maintains a comprehensive data system on personnel and personnel development. Data collected includes the following:

- *Number and type of personnel employed in each professional and paraprofessional category:*

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ACCOUNTANT	1	1	0	0	1	1	0	0	0
ACCOUNTING SUPERVISOR II	3	3	0	0	3	3	0	0	0
ACCOUNTING TECHNICIAN II	8	7	1	0	7	7	0	0	1
ADMINISTRATIVE ASSISTANT II	5	5	0	0	5	3	2	0	0
AGENCY PROGRAM COORDINATOR	5	5	0	3	2	3	0	0	1
APPLICATIONS & SYSTEMS ANALYST	1	1	0	1	0	1	0	0	0
ASST PERSONNEL MANAGER	1	1	0	0	1	0	1	0	0
BAKER II	3	3	0	2	1	2	1	0	1
BLDG PLANT MAINTENANCE SUPV I	1	1	0	1	0	0	1	0	0
BLDG PLANT MAINTENANCE SUPV II	2	2	0	2	0	2	0	0	0
CARPENTER SUPERVISOR	1	1	0	1	0	1	0	0	0
CHIEF PHYSICIAN SPECIALIST	1	1	0	0	1	1	0	0	0
CLERICAL ASSISTANT	3	3	0	0	3	3	0	0	0
COOK I	2	1	1	1	0	0	1	0	1
COOK II	4	4	0	2	2	2	2	0	1
COORDINATOR OF INTERPRETIVE SVCS	1	1	0	0	1	1	0	0	0
CUSTODIAL WRKR II	15	15	0	7	8	7	8	0	5
DENTIST	1	1	0	1	0	1	0	0	0
DIETARY SERVICES DIRECTOR	1	1	0	0	1	1	0	0	0
DIRECTOR MAINTENANCE	1	1	0	1	0	1	0	0	0
DP PRODUCTION SCHEDULER	1	1	0	1	0	1	0	0	0
ED COORD VOC PLANNING & EVAL	1	1	0	0	1	1	0	0	0
ELECTRICIAN SUPERVISOR	1	1	0	1	0	1	0	0	0
ELEVATOR OPERATOR	5	3	2	3	0	3	0	0	3
ENGINEER PE	1	1	0	1	0	1	0	0	0
EXECUTIVE SECY/ADMINISTRATIVE SECY	13	12	1	0	12	6	6	0	0
EXTRA HELP	19	16	3	8	8	8	8	0	0
FOOD PRODUCTION MANAGER II	2	1	1	1	0	1	0	0	0
FOOD PRODUCTION MANAGER	1	1	0	0	1	1	0	0	2
FOOD SERVICE WORKER II	6	6	0	3	3	4	2	0	0
FOOD SERVICE WORKER III	3	3	0	1	2	2	1	0	0
GENERAL PHYSICIAN	3	3	0	2	1	2	1	0	0
GRANTS COORDINATOR	1	1	0	0	1	1	0	0	0

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

TITLE	TOTAL	STAFF	VACANT	MALE	FEMALE	WHITE	BLACK	OTHER	DISABILITY
HABILITATION/REHAB INSTRUCTOR II	3	3	0	0	3	2	1	0	0
HABILITATION/REHAB INSTRUCTOR SUPV	3	3	0	1	2	2	1	0	0
HEATING & A/C MECHANIC	2	1	1	1	0	1	0	0	0
HOUSEKEEPER	2	2	0	0	2	1	1	0	3
HOUSEKEEPER SUPERVISOR	5	5	0	1	4	2	3	0	0
HOUSEPARENT I	6	6	0	0	6	5	1	0	0
HSRC DIR OF PHYSICAL THERAPY	1	1	0	1	0	1	0	0	0
HSRC MEDICAL SERVICES MANAGER	1	1	0	1	0	1	0	0	0
INFORMATION SYSTEMS ADMINISTRATOR	1	1	0	0	1	0	1	0	0
INTERPRETER II	5	5	0	0	5	5	0	0	0
INVENTORY CONTROL CLERK	1	1	0	0	1	1	0	0	0
INVENTORY CONTROL MANAGER	2	2	0	0	2	1	1	0	0
JOURNEYMAN CARPENTER	3	3	0	3	0	3	0	0	0
JOURNEYMAN ELECTRICIAN	1	1	0	1	0	1	0	0	0
JOURNEYMAN PAINTER	3	3	0	3	0	3	0	0	0
JOURNEYMAN PLUMBER	2	2	0	2	0	2	0	0	0
LAUNDRY SUPERVISOR	1	1	0	0	1	0	1	0	0
LAUNDRY WORKER	1	1	0	1	0	0	1	0	1
LEAD PROGRAMMER/ANALYST	1	0	1	0	0	0	0	0	0
LPN II/LPTN II	7	7	0	0	7	6	1	0	2
MANAGEMENT PROJECT ANALYST I	1	1	0	0	1	1	0	0	0
MANAGEMENT PROJECT ANALYST II	5	5	0	0	5	5	0	0	0
MEAT CUTTER II/BUTCHER II	1	0	1	0	0	0	0	0	0
MEDICAL OR LEGAL SECRETARY	4	4	0	0	4	4	0	0	0
MEDICAL RECORDS ADMINISTRATOR	1	1	0	0	1	1	0	0	0
MEDICAL TECHNOLOGIST	1	1	0	0	1	1	0	0	0
MEDICAL TRANSCRIPTIONIST	1	1	0	0	1	1	0	0	0
MICRO-PHOTOGRAPHER I	1	1	0	0	1	1	0	0	0
MOTOR VEHICLE OPERATOR	4	3	1	3	0	1	2	0	1
NURSE II	10	10	0	0	10	10	0	0	0
NURSE SUPERVISOR	3	3	0	0	3	3	0	0	0
NURSING ASST II	15	14	1	5	9	11	3	0	2
NURSING SERVICES UNIT MANAGER	1	1	0	0	1	1	0	0	0
OCCUPATIONAL THERAPIST II	4	3	1	0	3	2	1	0	0
OCCUPATIONAL THERAPY SUPERVISOR	1	1	0	0	1	1	0	0	0
OCCUPATIONAL THERAPY WORKER	2	2	0	0	2	2	0	0	0
ORTHOTIST AIDE	2	1	1	0	1	1	0	0	0
PHYSICAL THERAPIST ASSISTANT	1	1	0	0	1	1	0	0	0

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Title	Total	Staff	Vacant	Male	Female	White	Black	Other	Disability
PSYCHOLOGICAL EXAMINER II	10	10	0	5	5	9	1	0	0
PSYCHOLOGIST	3	3	0	2	1	3	0	0	0
PUBLIC SCHOOL PROGRAM ADVISOR	1	1	0	1	0	1	0	0	1
PURCHASE AGENT II/PURCHASE AGENT	2	2	0	1	1	2	0	0	1
RECREATIONAL ACTIVITY LEADER II	4	3	1	3	0	1	2	0	0
REHAB ADMINSTRATOR-HSRC	1	1	0	1	0	1	0	0	0
REHABILITATION ASSISTANT II	24	23	1	0	23	17	6	0	3
REHAB ASST ADMINISTRATOR-HSRC	1	1	0	0	1	0	1	0	0
REHAB ASST COMM ADMIN SVCS	1	1	0	1	0	1	0	0	0
REHAB ASST COMM MANAGEMENT SVCS	1	1	0	1	0	0	1	0	0
REHAB ASST COMM STAFF SVCS	1	1	0	1	0	0	1	0	1
REHAB CHIEF FIELD SERVICES	2	1	1	0	1	0	1	0	1
REHAB COMMISSIONER	1	1	0	1	0	1	0	0	1
REHAB COORD OF PSYCH SERVICES	1	1	0	1	0	1	0	0	0
REHAB COUNSELOR II	2	2	0	0	2	1	1	0	0
REHAB COUNSELOR III	8	7	1	3	4	4	3	0	2
REHAB DEPUTY CMSNR - DEAF	1	1	0	0	0	1	0	0	0
REHAB DEPUTY COMMISSIONER	1	1	0	1	0	1	0	0	1
REHAB DIR SVCS FOR DEAF & HEAR IMP	1	1	0	0	1	1	0	0	0
REHAB FACILITY SUPERVISOR	7	7	0	6	1	7	0	0	2
REHAB FIELD SUPERVISOR	12	8	4	7	1	8	0	0	2
REHAB PROG PLNG & DEVELOP MANAGE	1	1	0	1	0	0	1	0	0
REHAB PROGRAM ADMINISTRATOR	8	8	0	6	2	7	1	0	0
REHAB SERVICES PERSONNEL MANAGEI	1	1	0	1	0	0	1	0	0
REHAB SPECIAL PROGRAM ADMINISTRA	5	5	0	3	2	2	3	0	0
REHAB SVC FACILITY SPECIALIST	2	2	0	1	1	2	0	0	0
REHAB VOCATIONAL CONSULTANT	1	1	0	0	1	1	0	0	0
SECRETARY I	9	9	0	0	9	5	4	0	2
SECRETARY II	56	48	8	0	48	31	16	1	4
SECURITY OFFICER II	3	3	0	3	0	2	1	0	0
SECURITY OFFICER III	1	1	0	1	0	1	0	0	0
SOCIAL SERVICE AIDE II	2	2	0	0	2	1	1	0	0
SOCIAL SERVICE WORKER II/SOC SVC V	1	1	0	0	1	1	0	0	0
SOCIAL WORKER II	1	0	1	0	0	0	0	0	0
SPEECH PATHOLOGIST II	2	2	0	0	2	2	0	0	0
SR PRGRAMMER/ ANALYST	1	1	0	1	0	0	1	0	0
SR REHABILITATION COUNSELOR	93	90	3	60	30	85	5	0	1
STAFF DEVELOPMENT COORDINATOR	2	2	0	1	1	2	0	0	1
STATIONARY ENGINEER	4	4	0	4	0	4	0	0	0
STOREROOM SUPV/STORE SUPV	3	3	0	2	1	2	1	0	1
SUPERVISOR OF COOKING	1	1	0	0	1	0	1	0	0
SWITCHBOARD OPERATOR II	4	4	0	0	4	4	0	0	1
SYSTEMS APPLICATIONS SUPERVISOR	1	0	1	0	0	0	0	0	0
SYSTEMS COORDINATION ANALYST I	1	0	1	0	0	0	0	0	0
SYSTEMS COORDINGATION ANLAYST II	1	1	0	1	0	0	1	0	0
VOCATIONAL INSTRUCTOR I	4	4	0	1	3	1	3	0	0
VOCATIONAL INSTRUCTOR II	1	1	0	0	1	0	1	0	0
VOCATIONAL INSTRUCTOR III	18	18	0	8	10	15	3	0	2
VOCATIONAL REHAB EVALUATOR II	7	4	3	1	3	4	0	0	1
VOLUNTEER PROGRAM DEVELOPER II	1	1	0	0	1	1	0	0	1
WELDER	1	1	0	1	0	0	1	0	0
X-RAY TECH SUPV/X-RAY TECH II	1	1	0	1	0	1	0	0	0
TOTALS	560	518	42	205	313	400	117	1	51

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Title	Total Staff	Male	Female	White	Black	Hispanic	Other	Disability
ACCOUNTANT	1	1	0	0	1	1	0	0
ACCOUNTING SUPERVISOR II	1	1	0	1	0	1	0	0
ACCOUNTING TECHNICIAN II	8	7	1	0	7	7	0	1
ADMINISTRATIVE ASSISTANT II	7	7	0	0	7	4	3	0
AGENCY PROGRAM COORDINATOR	5	5	0	3	2	3	2	0
APPLICATIONS & SYSTEMS ANALYST	1	1	0	1	0	1	0	0
ASST PERSONNEL MANAGER	1	1	0	0	1	0	1	0
BAKER I	1	1	0	0	1	0	1	0
BAKER II	1	1	0	0	1	0	1	0
BLDG PLANT MAINTENANCE SUPV	1	1	0	1	0	0	1	0
BLDG PLANT MAINTENANCE SUPV	2	2	0	2	0	2	0	0
CARPENTER SUPERVISOR	1	1	0	1	0	1	0	0
CHAPLAIN	1	1	0	1	0	1	0	0
CHIEF PHYSICIAN SPECIALIST	1	1	0	0	1	1	0	0
CLERICAL ASSISTANT	3	1	2	0	1	1	0	0
COMPLIANCE ADMINISTRATOR	1	1	0	1	0	0	1	0
COMPUTER APPLICATION MANAGER	1	1	0	0	1	0	1	0
COOK I	2	1	1	1	0	0	1	0
COOK II	5	4	1	2	2	2	2	0
COORDINATOR OF INTERPRETIVE	1	1	0	0	1	1	0	0
CUSTODIAL WRKR II	14	14	0	7	7	7	7	0
DENTIST	1	1	0	1	0	1	0	0
DIETARY SERVICES DIRECTOR	1	1	0	0	1	1	0	0
DIRECTOR MAINTENANCE	1	1	0	1	0	1	0	0
DIRECTOR OF PHYSICAL THERAPY	1	1	0	1	0	1	0	0
DP PRODUCTION SCHEDULER	1	1	0	1	0	1	0	0
ED COORD VOC PLANNING & EVAL	1	1	0	0	1	1	0	0
ELECTRICIAN SUPERVISOR	1	1	0	1	0	1	0	0
ELEVATOR OPERATOR	2	1	1	1	0	0	1	0
ENGINEER PE	1	1	0	1	0	1	0	0
EXECUTIVE SECY/ADMINISTRATIVE	13	12	1	0	12	6	6	0
EXTRA HELP	19	16	3	8	8	8	8	0
FOOD PRODUCTION MANAGER II	2	1	1	1	0	1	0	0
FOOD PRODUCTION MANAGER	1	1	0	0	1	1	0	0
FOOD SERVICE WORKER II	6	6	0	3	3	4	2	0
FOOD SERVICE WORKER III	3	3	0	1	2	2	1	0
GENERAL PHYSICIAN	2	2	0	1	1	1	1	0
GRANTS COORDINATOR	1	1	0	0	1	1	0	0

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

TITLE	TOTAL	STAFF	VACANT	MALE	FEMALE	WHITE	BLACK	OTHER	DISABILITY
HABILITATION/REHAB INSTRUCT	3	3	0	0	3	2	1	0	0
HABILITATION/REHAB INSTRUCT	3	3	0	1	2	2	1	0	0
HEATING & A/C MECHANIC	2	2	0	2	0	2	0	0	0
HOUSEKEEPER	2	2	0	0	2	0	1	1	3
HOUSEKEEPER SUPERVISOR	5	4	1	1	3	1	3	0	0
HOUSEPARENT I	10	9	1	0	9	4	3	2	0
HSRC DIR OF PHYSICAL THERAP	1	1	0	1	0	1	0	0	0
HSRC MEDICAL SERVICES MANA	1	1	0	1	0	1	0	0	0
INFORMATION SYSTEMS ADMINIS	1	1	0	0	1	0	1	0	0
INTERPRETER II	5	5	0	0	5	5	0	0	0
INVENTORY CONTROL CLERK	1	1	0	0	1	1	0	0	0
INVENTORY CONTROL MANAGER	2	2	0	0	2	1	1	0	0
JOURNEYMAN CARPENTER	3	3	0	3	0	3	0	0	0
JOURNEYMAN ELECTRICIAN	1	1	0	1	0	1	0	0	0
JOURNEYMAN PAINTER	3	3	0	3	0	2	0	1	0
JOURNEYMAN PLUMBER	2	1	1	1	0	1	0	0	0
LAUNDRY SUPERVISOR	1	1	0	0	1	0	1	0	0
LAUNDRY WORKER	1	1	0	1	0	0	1	0	1
LEAD PROGRAMMER/ANALYST	1	0	1	0	0	0	0	0	0
LPN II/LPTN II	7	7	0	0	7	6	1	0	2
MANAGEMENT PROJECT ANALYS	1	1	0	0	1	1	0	0	0
MANAGEMENT PROJECT ANALYS	5	5	0	0	5	5	0	0	0
MEAT CUTTER II/BUTCHER II	1	0	1	0	0	0	0	0	0
MEDICAL OR LEGAL SECRETARY	4	4	0	0	4	4	0	0	0
MEDICAL RECORDS ADMINISTRA	1	1	0	0	1	1	0	0	0
MEDICAL TECHNOLOGIST	1	1	0	0	1	1	0	0	0
MEDICAL TRANSCRIPTIONIST	1	1	0	0	1	1	0	0	0
MICRO-PHOTOGRAPHER I	1	1	0	0	1	1	0	0	0
MOTOR VEHICLE OPERATOR	4	3	1	3	0	1	2	0	1
NURSE II	10	10	0	0	10	10	0	0	0
NURSE SUPERVISOR	2	2	0	0	2	2	0	0	0
NURSING ASST II	15	12	3	4	8	9	3	0	2
NURSING SERVICES UNIT MANAC	1	1	0	0	1	1	0	0	0
OCCUPATIONAL THERAPIST II	4	3	1	0	3	2	1	0	0
OCCUPATIONAL THERAPY SUPEI	1	1	0	0	1	1	0	0	0
OCCUPATIONAL THERAPY WORK	2	2	0	0	2	2	0	0	0
OFFICE CLERK	1	1	0	0	1	0	1	0	0
ORTHOTIST AIDE	2	1	1	0	1	1	0	0	0
PAYROLL SERVICES SPECIALIST	1	1	0	0	1	1	0	0	0
PHARMACIST II	1	1	0	1	0	1	0	0	0
PHYSICAL THERAPIST ASSISTAN	1	1	0	0	1	1	0	0	0
PHYSICAL THERAPIST II/PHYSIC/	4	3	1	1	2	3	0	0	0
PHYSICIAN SPECIALIST	8	7	1	4	3	7	0	0	0

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

REHAB SPECIAL PROGRAM ADMINISTRATOR	4	4	0	2	2	4	0	0	0
REHAB SVC FACILITY SPECIALIST	2	2	0	1	1	2	0	0	0
REHAB VOCATIONAL CONSULTANT	1	1	0	0	1	1	0	0	0
SECRETARY I	2	2	0	0	2	1	1	0	0
SECRETARY II	50	44	6	0	44	33	11	0	4
SECURITY OFFICER II	3	3	0	3	0	2	1	0	0
SECURITY OFFICER III	1	1	0	1	0	1	0	0	0
SOCIAL SERVICE AIDE II	1	1	0	0	1	0	1	0	0
SOCIAL SERVICE WORKER II/SOC SVC WK	1	1	0	0	1	1	0	0	0
SOCIAL WORKER II	1	0	1	0	0	0	0	0	0
SPEECH PATHOLOGIST II	2	2	0	0	2	2	0	0	0
SR PROGRAMMER/ ANALYST	1	1	0	1	0	0	1	0	0
SR REHABILITATION COUNSELOR	29	26	3	17	9	20	6	0	0
STAFF DEVELOPMENT COORDINATOR	2	2	0	1	1	2	0	0	1
STATIONARY ENGINEER	4	4	0	4	0	3	1	0	0
STOREROOM SUPV/STORE SUPV	3	3	0	2	1	2	1	0	1
SUPERVISOR OF COOKING	1	1	0	0	1	0	1	0	0
SWITCHBOARD OPERATOR II	4	4	0	0	4	4	0	0	1
SYSTEMS APPLICATIONS SUPERVISOR	1	0	1	1	0	1	0	0	0
SYSTEMS COORDINATION ANALYST I	1	0	1	0	0	0	0	0	0
SYSTEMS COORDINATION ANALYST II	1	1	0	1	0	0	1	0	0
VOCATIONAL INSTRUCTOR I	4	4	0	1	3	1	3	0	0
VOCATIONAL INSTRUCTOR II	4	4	0	2	2	2	2	0	0
VOCATIONAL INSTRUCTOR III	17	17	0	7	10	14	3	0	2
VOCATIONAL REHAB EVALUATOR II	4	4	0	2	2	3	1	0	1
VOLUNTEER PROGRAM DEVELOPER II	1	1	0	0	1	1	0	0	1
WELDER	1	1	0	1	0	0	1	0	0
X-RAY TECH SUPV/X-RAY TECH II	1	1	0	1	0	1	0	0	0
TOTALS	530	482	48	175	307	349	128	4	46

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

- *Existing vacancies, turnover rates, and projected separations:*

- Existing vacancies are presently at 23. Many vacant positions are not used or ARS is working with OPM to change the classifications or delete the positions because they are no longer relevant to the agency.
- The average yearly ARS turnover rate is 10%.
- Projected yearly separations (including turnover) within ARS is 12%

- *Projected client numbers to be served and optimum client/counselor ratio:*

83 counselors will serve a target of 2,735 clients. The optimum client/counselor ratio is 330 clients per counselor on average.

- Projected staff requirements for the coming five years:

<i>23 Years or More of Service</i>	<i>Number</i>	<i>Percent</i>
<i>Management</i>	<i>40</i>	<i>46%</i>
<i>Direct Service Delivery</i>	<i>36</i>	<i>26%</i>
<i>Medical/Allied Health</i>	<i>9</i>	<i>10%</i>
<i>Central Support</i>	<i>11</i>	<i>13%</i>
<i>Direct Service Delivery Support</i>	<i>13</i>	<i>17%</i>
<i>Other Support*</i>	<i>8</i>	<i>10%</i>
<i>TOTALS</i>	<i>117</i>	<i>21%</i>

****Includes: Housekeeping, Food Service, Elevator Operators, Laundry, Custodial, Maintenance, Drivers, Security.***

Years of Service	Number of Staff
OVER 28	52
28	14
27	11
26	10
25	11
24	19
TOTAL	117

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

<i>23 Years or More of Service</i>	<i>Number</i>	<i>Percent</i>
Management	51	51%
<i>Direct Service Delivery</i>	30	20%
Medical/Allied Health	5	6%
Central Support	16	18%
Direct Service Delivery Support	15	19%
Other Support*	6	12%
TOTALS	123	22%

***Includes: Housekeeping, Food Service, Elevator Operators, Laundry, Custodial, Maintenance, Drivers, Security.**

Years of Service	Number of Staff
OVER 28	57
28	19
27	13
26	12
25	15
24	26
TOTAL	142

Projected ARS staff requirements for the next five years is approximately 12% a year (turnover, retirements and separations). Management and direct service delivery (professional and support) will be the main needs. ARS have received upgrades for support staff upgrades and has begun a Career Ladder Incentive Program to help with these future needs.

As part of the maintenance of offering a program of development, ARS maintains a list of higher education institutions in the state, which prepare rehabilitation professionals. This listing is maintained by type of program and by category of professional development. ARS also monitors students who enroll in rehabilitation and related programs at each of the institutions and programs by category and the number of students who graduated during the prior year, with and without certification or licensure. The Staff Development sections at ARS and DSB have collaborated to develop and disseminate a formal survey of the higher education institutions each June to assure timely and accurate data for planning proposes. The following is a sample of the yearly survey:

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

**ARKANSAS INSTITUTIONS OF HIGHER EDUCATION
REHABILITATION AND RELATED PROGRAMS
SURVEY**

Name of
Institution: _____

Name of
Department: _____

Name of
Program: _____

1. Number of students enrolled in the program during the past school year: _____

Of those enrolled, please specify the number of:

A. Male _____ Female _____

B. African-American _____ Caucasian _____ Hispanic _____ Other _____

Asian-American _____ Native-American _____

Persons with Disabilities _____

C. Under age 20 _____ Age 20 to 29 _____ Age 30 to 39 _____

Age 40 to 49 _____ Over age 50 _____

2. Number of students who dropped out of the program during the past school year:

3. Number of students who graduated from the program during the past school year:

4. Number of graduates with the required credentials for certification during the past
school year: _____

5. Number of graduates who were certified/licensed during the past
year: _____

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Type of certification/license received:

6. Number of graduates employed by:

State Rehabilitation _____

Private Rehabilitation _____

7. Names and addresses of graduates: (Attach additional sheets if needed.)

The minimum qualifications for the Counselor III, and II are bachelor's degrees in psychology, sociology, or related field with three, two, years of experience, respectively.

The Rehabilitation Counselor III is functionally the entry-level counselor position. Because of the state's salary structure, ARS have had a difficult time recruiting at the lower levels. Hires are being made at the Counselor II level. The Counselor I positions are being used for intern positions.

ARS PLAN OUTLINE

Arkansas Rehabilitation Services has implemented the following plan to address the requirements of the CSPD. The initial phase of the plan will focus on rehabilitation counselors. Later phases will address the other VR professionals identified in Section 101(a)(7).

- STANDARD

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Because there is no standard established by the State of Arkansas, ARS bases its personnel standards for counselors on the degree needed to meet the national CRC requirements. CRC requires a Master's degree in rehabilitation counseling or a closely related field, as defined by the CRC.

Action(s) taken:

Effective October 1, 2007 ARS will hire vocational rehabilitation counselors only in the position classified as Rehabilitation Counselor III. Vocational rehabilitation counselors must be classified as Rehabilitation Counselor III and meet other qualifications in order to become a Senior Counselor. Effective September 30, 2007 all ARS employees in the classification of Rehabilitation Counselor III or Senior Counselor will meet the standard of having a master's degree and either be CRC certified, or eligible to sit for CRC certification. After September 30, 2007 all ARS employees in the position classified as Rehabilitation Counselor III or Senior Counselor, who do not meet the standard of having a master's degree and either CRC certification, or eligibility to sit for CRC certification, will be reclassified to the position of Rehabilitation Counselor II. The counselors who do not meet CSPD requirement and are reclassified to the position of Rehabilitation Counselor II will be required to have prior approval on cases where paid for service are planned on their IPE. The District Manager or their designee will provide prior approval.

Action(s) needed:

Formally adopt and communicate the master's degree standard in ARS. The state Office of Personnel Management (OPM) is aware of our efforts to do this. We are preparing to go before the upcoming legislative session to get counselor positions minimum qualification changed.

- NEW STAFF

All personnel hired by ARS in any position classified as a Rehabilitation Counselor III or Senior Counselor will meet the standard of a master's degree and/or be CRC certified. When there is not an applicant with the master's degree, ARS will permit the hiring of a bachelors degreed counselor in a Counselor II position with a condition of employment that the person will seek and obtain a masters degree within three years of employment.

Action(s) taken:

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Requested that Office of Personnel Management (OPM) align the state class specifications with the state qualification and implementation criteria to read that the minimum education qualification is a Master's Degree rehabilitation counseling for Senior and III Rehabilitation Counselor positions. We are still working with OPM to make this necessary change. We now advertise for a Counselor II position with the preferred qualification being a Master's Degree in Rehabilitation Counseling and CRC certified. Documentation on requirements of the Rehab Act for these standards will be presented during the next legislative session.

Requested that Office of Personnel Management (OPM) change the minimum education qualification for Rehabilitation Counselor III positions to a Master's Degree in rehabilitation counseling two years of experience. We also requested Senior Rehabilitation Counselor positions be changed to a Master's Degree in rehabilitation counseling, three years of experience, and a CRC Certification. ~~We continue to work with OPM to implement these changes.~~ OPM is seriously considering these changes. ARS will have to modify classification and job duties to reflect changes that are different from other titles that are similar within other state agencies.

Action(s) taken:

ARS has devised and implemented recruiting strategies to identify potential applicants for vacancies.

- EXISTING STAFF:

ARS currently has 47 out of 83 counselors that meet the national CRC standard. (We presently have 11 unfilled counselor positions.) The priority of training and development within CSPD continues to be emphasized for direct service delivery personnel in ARS. ARS presently has 22 counselors involved in distant learning graduate training programs in order to become eligible to sit for CRC exam. ARS has 14 counselors that are not eligible to sit for CRC or involved in a learning program. Of these, 4 are counselors who have between 16-25 years of career service and 10 are counselors with 25 or more years of service and are eligible to retire. Preference for training is given to the higher priorities during the fiscal year based on availability of training funds.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Priority 1: Counselors with related bachelor's degrees who have completed graduate hours in a rehabilitation counseling program and/or are currently enrolled or accepted into a program. (17 counselors)

Priority 2: Counselors with related master's degrees (as per CRC criteria for eligibility-categories D.1 to D.4) who will need from one to six graduate courses for CRC exam eligibility. (4 counselors)

Priority 3: Counselors with a Master's Degree who express interest in obtaining masters degree in rehabilitation counseling. The counselors in this priority would have between 1 and 15 years of career service with the state. (1 counselor)

Priority 4. Counselors who have between 16-25 years of career service with the state and are not eligible to sit for CRC or involved in a learning program. (4 counselors)

Priority 5: Counselors who have 25 or more years of career service with the state and are not eligible to sit for CRC or involved in a learning program. (10 counselors)

In all priority categories, counselors who receive educational assistance would be expected to comply with the provisions of the ARS Educational Leave Policy and agree to continue working with the agency for two years for every 9 credit hours completed.

Action(s) taken:

Determined availability of ARS resources to fund training. The Federal In-Service Training Grant FY 2001-2005 has increased tuition and textbook expenditures.

A request for a waiver of regulations preventing payment for college courses leading to a degree from the Department of Finance and Administration has been approved for the Federal Inservice Training Grant FY 2001-2005.

Identified alternative methods of funding for education. ~~ARS is involved in the Region VI Distance Learning Consortium, which has resulted in this agency~~

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

~~obtaining alternative funding methods for training through the University of North Texas. We presently have seven VR Counselors involved in distance learning coursework at this university, at no cost to the agency. We presently have two VR Counselors involved in distance-learning coursework at the University of North Texas, at no cost of tuition to the agency. Two of our counselors are recent graduates of this program. Other VR counselors who do not meet the requirements of CSPD are encouraged to enter the program at the University of North Texas.~~

Identified methods and opportunities for training (e.g., traditional classroom, distance learning, etc.). Fifteen counselors are enrolled at the University of Arkansas at Little Rock. There are seven individuals enrolled in the graduate distance- learning program at the University of North Texas.

- RECRUITING:

When recruiting for Rehabilitation Counselor vacancies, ARS vacancy announcements state that MRC and CRC are preferred. Applicants who have the preferred qualifications are referred for interview. If a selection cannot be made from those candidates, a candidate with the State minimums may be hired, subject to the condition that the master's degree will be obtained within a specified time.

The Rehabilitation Counselor III is functionally the entry-level counselor position. Because of the state's salary structure, ARS have had a difficult time recruiting at the lower classification levels. ARS is now hiring Counselor II level, with promotion opportunities being made available once the individual meeting the standards for the Counselor III level.

Action(s) taken:

Requested change from OPM to require master's degree in Rehabilitation Counseling for the Rehabilitation Counselor III positions with two years of experience needed. This is still pending.

OPM has approved ARS request to use Extra Help positions for Rehabilitation Counselor Interns, allowing ARS to initiate a paid internship program. The minimum

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

qualifications for the Intern are the same as a Counselor I position - bachelor's level. This program has been in effect for one year, with excellent success.

Action(s) needed:

A Human Resource Development component of the CSPD team reviews and oversees the current training levels of all personnel in each category. Required standards and evaluation of training needs and timelines are established. The HRD component develops and monitors agency policy and procedure in terms of hiring, training, or retraining personnel to meet standards. This function includes notifying public agencies and all personnel of those steps and timelines.

Personnel Training, Including Staff Development

ARS ensures that all personnel receive appropriate and adequate continuing education. The agency provides for employees to attend classes, seminars, and conferences, and disseminates information through newsletters, in-service training, workshops, etc.

Several innovative efforts are currently in progress in the area of training and staff development.

- Distance Learning - Technology equipment is in place and is being used to present an ongoing series of conferences and courses to virtually all employees through the use of local down-links and the Internet.
- HRD has initiated a series of institutes and training programs that have included every ARS employee.
- Online training is being conducted to address agency needs. These brief training program include topics that ARS has identified as important to ARS operational effectiveness such as sexual harassment policies and hiring practices.
- Performance Evaluation and Training Needs - Each Employee Performance Evaluation addresses training needs. These needs receive priority for funding. In those cases where sufficient common training needs are identified, the agency develops and provides this training to groups.

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

- Cooperative Relationships - The agency will continue close associations with the Arkansas Rehabilitation Continuing Education Program through the University of Arkansas. ARS staff serves on advisory boards and steering committees for both organizations, and are able to influence the type of research, training, development, and consultation provided by these organizations to meet ARS needs.

- Technology Training - The agency offers ongoing training programs for professional and paraprofessional personnel in the area of technology. ~~ARS manages the Increasing Capabilities Access Network (ICAN) program. This program is offering technology training as related to disability to persons both in vocational rehabilitation and in related fields. ARS recently opened a computer-training lab that is utilized by all ARS employees. This lab affords the agency the opportunity to provide training on an as needed basis.~~

- Acquiring and Disseminating Knowledge and Research – ~~As previously stated, ARS maintains close ties with the Arkansas Regional Rehabilitation Continuing Education Program. Rehabilitation Services Administration, the Council of State Administrators of Vocational Rehabilitation, Research and Training Centers, and other colleges and universities are incorporated into Human Resource Development training activities. ARS staff development section provides training materials offered through the National Clearinghouse at Oklahoma State University, National Rehabilitation Association professional organization publications and the Institute on Rehabilitation Issues documents. These materials, articles and research results documentation that provide this agency's professional staff with much needed latest information that is useful in working with our customers.~~

- Workforce Investment Act of 1998 and Rehabilitation Act Amendments of 1998 - The Agency has conducted extensive training on Workforce Investment Act of 1998 and Rehabilitation Act Amendments of 1998, and key components of the Acts are incorporated into new employee orientation and training. ~~Training in this area in the coming year will focus on the implementation, collaboration, cooperation and coordination with state agency and community partners. ARS has taken the lead in training and development regarding the Acts. Collaboration and cooperation with out partnering state agencies are continuing. The agency is being kept updated with the latest development of the Workforce Investment Act that is before Congress at this writing.~~

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

Special Communication Needs Personnel Training

ARS will continue to employ personnel who are able to communicate in the native languages of applicants for service and clients who have limited English speaking ability. ARS also provides special communication modes such as interpreters, captioned videos, specialized telecommunications services and material for individuals who are deaf and deaf-blind as well as other specialized media systems for individuals with disabilities. Whenever possible, people with needed language skills are hired, Special equipment is provided as needed. Interpreters are provided in service settings when needed. Sign language skills are included as a minimum qualification for positions providing services to deaf persons. When needed, special entry rates are offered to persons who possess needed special language or communication skills. ARS also is providing training opportunities in Spanish. Arkansas is experiencing a large influx of Spanish speaking citizens into the state and these citizens are now requesting our services. The agency is providing assistance to our employees in order to help them accommodate these needs.

Performance Evaluation System

ARS continues the process of continuously examining and modifying its personnel evaluation system, particularly with rehabilitation counselors, to emphasize serving persons with the most severe disabilities. Performance evaluation focuses on accomplishing the purposes of the Act and Federal Regulations. The Evaluation in no way impeded the accomplishment of the purpose and policy of the Act.

Coordination with Personnel Development under IDEA

ARS coordinates its comprehensive system of personnel development with personnel development under IDEA. ~~The three components specifically identified are personnel development, data system on personnel and personnel development, and continuing education. Persons responsible for personnel development under IDEA in the Department of Education are involved with the persons responsible for personnel development through regular meetings, communication, and follow up.~~ ARS provides training opportunities for our direct service support personnel in the areas of transition. Key VR counselors are involved with the Local Education Agency (LEA) Supervisors that are provided by Special Education within the state. ARS VR counselors are involved in annual transition coordination meetings. Information on IDEA is forwarded to all ARS employees including the latest IDEA reauthorization proceeding that are ongoing.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

USP Part II-D-19 to D-22

(d) Vocational Rehabilitation

(i) Needs of Individuals with Disabilities

[Assess the needs of individuals with disabilities in the State, particularly the vocational rehabilitation needs of individuals with the most significant disabilities (including their need for supported employment services), individuals with disabilities who have been unserved or under-served by the vocational rehabilitation program, and individuals with disabilities served through other components of the statewide workforce investment system. (Sec. 101(a)(15)(A)(i)(I-III) and Sec. 625(b)(2))]

ARKANSAS REHABILITATION SERVICES (ARS)

Arkansas Rehabilitation Services (ARS) is the state program that provides vocational rehabilitation services to assist individuals with significant disabilities in becoming employed and living independently (with the exception of DHS-Division of Services for the Blind).

The Vocational Rehabilitation program is essentially an eligibility program rather than an entitlement program. An applicant's receipt of vocational rehabilitation services is contingent on eligibility criteria set forth in the Rehabilitation Act (Section 102). While the presence of a significant disability and financial eligibility are necessary, vocational goals guide the identification of need for specific services. Given these criteria, the identification of the Vocational Rehabilitation program constituencies at the national and state levels has been filled with challenges. The lack of valid and current statistical information on individuals with significant disabilities and their socio-demographic characteristics, as well as the proportion among them that would pursue employment and careers, defy attempts to accurately measure their needs.

Needs assessment is further complicated by the fact that, with regard to vocational rehabilitation services, need for specific services is contingent on the consumer's vocational goal, i.e. the concept of "need" becomes a relational concept. As such, the assessment of specific vocational rehabilitation services needs requires information that transcends consumers' socio-demographic attributes.

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

In this context, another caveat to note is the nature of the services the vocational rehabilitation program offers. These are specified in the Rehabilitation Act (Section 103) and may not include all the services sought by eligible consumers with significant disabilities. Moreover, the needs of consumers who apply for services and are deemed ineligible fall outside the legislated mandate of the program. In sum, the needs assessment of under-served consumers assumes a primary importance. Traditionally, under-served groups have been defined as minorities, women, and the poor.

Needs of consumers with significant disabilities who are accepted in the program are jointly identified, discussed, agreed upon, and formalized in the Individualized Plan for Employment (IPE) which is signed by both the consumer and the counselor. Therefore, tallies of services delivered to eligible consumers who exited the program represent valid estimates of needs as perceived by the consumers as well as the rehabilitation professionals who serve them. The comparisons of services needed by under-served groups and other rehabilitation constituencies would provide insights as to potential shortcomings in service delivery to these populations.

The approach described above - to provide empirically grounded estimates for the various rehabilitation service needs of consumers participating in the program - had to be revised to accommodate RSA changes in the R-911 reporting requirements. Since services that have been subsumed in the past under other services were singled out for reporting, this information could not be extricated from records pre-dating the change. Other consumers' needs were addressed as part of their rehabilitation programs but not recorded as a service. Augmentative skills training and job readiness training are good examples. Given that the consumers' rehabilitation programs are more likely to extend over a number of years and the R-911 documenting the services they have received is a closure system, the number of recipients in most service categories is grossly underestimated. A number of strategies have been used to reach more reliable estimates.

- Use of FY 2002 rates for services to consumers received and recorded under the new R-911, and extending them to the eligible population closed.
- Use of conceptual relations between some services and sub-populations of consumers most likely to need the service to compute a service rate.

Use of earlier records to extrapolate service rates in various socio-demographic characteristics and to apply them to the population of consumers served in FY 2002.

Attachment D-1 contains tables assessing the needs for Vocational Rehabilitation Services for eligible consumers.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Tables found in USP Attachment D-1, Pages 1-4

Table 1

**~~Empirically Grounded Needs For Vocational Rehabilitation Services For
Eligible Consumers With significant Disabilities To Achieve An Employment
Outcome~~**

<u>Services</u>	Needs for services* (26&28)	
	N	%
Counseling and Guidance (Provided)	5507	98.48%
Placement (Provided)	2270	40.59%
Diagnosis-Evaluation	4453	79.63%
Surgery	731	13.07%
Rehabilitation technical device	290	5.19%
Rehabilitation engineering	26	0.46%
Rehabilitation technology services	314	5.62%
College-University	1857	33.21%
Other academic	181	3.24%
Business & Vocational schools	991	17.72%
Job training	80	1.43%
Miscellaneous	803	14.36%
Maintenance	623	11.14%
Transportation	461	8.24%
Personal assistance services	70	1.25%
Job referral	2671	47.76%

——*total 26&28 = 5592

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 1

**Empirically Grounded Needs For Vocational Rehabilitation Services For
Eligible Consumers With Significant Disabilities
To Achieve An Employment Outcome – FY 2004**

Services	Needs for Services (26 & 28)	
	N	%
Assessment	2165	73.64%
Diagnosis-treatment	148	5.00%
Counseling & guidance	2508	85.31%
College or university training	882	30.00%
Occupational/vocational training	411	14.00%
On the job training	59	2.00%
Remedial or literacy training	88	3.00%
Job readiness training	79	2.69%
Augmentative skills training	55	0.70%
Miscellaneous training	147	5.00%
Job search assistance	1138	38.71%
Job placement	1022	34.76%
On the job supports	45	1.53%
Transportation services	249	10.00%
Maintenance	235	8.00%
Rehabilitation Technology	352	12.00%
Reader services	0	0.00%
Interpreter services	46	1.56%
Personal attendant services	44	1.50%
Technical assistance services	15	0.50%
Information and referral services	44	1.50%
Other services	147	5.00%
Total = 2940		

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 2

**Distribution by Minority Status
Empirically Grounded Needs For Vocational Rehabilitation Services For
Eligible Consumers With Significant Disabilities To Achieve An Employment
Outcome**

Services	Minorities*		Non-Minorities*	
	Services Needed		Services Needed	
	N	%	N	%
Counseling and Guidance (Provided)	1412	98.12%	4095	98.60%
Placement (Provided)	675	46.91%	1595	38.41%
Diagnosis-Evaluation	1226	85.20%	3227	77.70%
Surgery	191	13.27%	540	13.00%
Rehabilitation technical device	50	3.47%	240	5.78%
Rehabilitation engineering	8	0.56%	18	0.43%
Rehabilitation technology services	58	4.03%	256	6.16%
College-University	368	25.57%	1489	35.85%
Other academic	45	3.13%	136	3.27%
Business & Vocational schools	228	15.84%	763	18.37%
Job training	18	1.25%	62	1.49%
Miscellaneous	230	15.98%	573	13.80%
Maintenance	200	13.90%	423	10.19%
Transportation	141	9.80%	320	7.71%
Personal assistance services	16	1.11%	54	1.30%
Job referral	761	52.88%	1910	45.99%

*total 26&28 = 5592

*total minorities = 1439

*total non-minorities = 4153

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 2

**Distribution by Minority Status
Empirically Grounded Needs For Vocational Rehabilitation Services For
Eligible Consumers With Significant Disabilities
To Achieve An Employment Outcome – FY 2004**

Services	Minorities*		Non-Minorities*	
	Services Needed		Services Needed	
	N	%	N	%
Assessment	544	74.93%	1621	73.22%
Diagnosis-treatment	96	13.22%	52	2.35%
Counseling & guidance	625	86.09%	1883	85.05%
College or university training	185	25.48%	697	31.48%
Occupational/vocational training	114	15.70%	297	13.41%
On the job training	38	5.23%	21	0.95%
Remedial or literacy training	21	2.89%	67	3.03%
Job readiness training	27	3.72%	52	2.35%
Augmentative skills training	20	2.75%	35	1.58%
Miscellaneous training	35	4.82%	112	5.06%
Job search assistance	269	37.05%	869	39.25%
Job placement	244	33.61%	778	35.14%
On the job supports	13	1.79%	32	1.45%
Transportation services	199	27.41%	50	2.26%
Maintenance	49	6.75%	186	8.40%
Rehabilitation Technology	84	11.57%	268	12.10%
Reader services	0	0.00%	0	0.00%
Interpreter services	12	1.65%	34	1.54%
Personal attendant services	10	1.38%	34	1.54%
Technical assistance services	4	0.55%	11	0.50%
Information and referral services	10	1.38%	34	1.54%
Other services	50	6.89%	97	4.38%
Total 26 & 28 = 2940				
Total minorities = 726				
Total non-minorities = 2214				

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 3

**Distribution by Gender Empirically Grounded Needs For
Vocational Rehabilitation Services For Eligible Consumers With
Significant Disabilities To Achieve An Employment Outcome**

<u>Services</u>	Male*		Female*	
	Services Needed		Services Needed	
	N	%	N	%
Counseling and Guidance (Provided)	2648	98.44%	2859	98.52%
Placement (Provided)	1086	40.37%	1184	40.80%
Diagnosis-Evaluation	2128	79.11%	2325	80.12%
Surgery	306	11.38%	425	14.65%
Rehabilitation technical device	167	6.21%	123	4.24%
Rehabilitation engineering	13	0.48%	13	0.45%
Rehabilitation technology services	178	6.62%	136	4.69%
College-University	863	32.08%	994	34.25%
Other academic	77	2.86%	104	3.58%
Business & Vocational schools	489	18.18%	502	17.30%
Job training	36	1.34%	44	1.52%
Miscellaneous	363	13.49%	440	15.16%
Maintenance	296	11.00%	327	11.27%
Transportation	225	8.36%	236	8.13%
Personal assistance services	39	1.45%	31	1.07%
Job referral	1252	46.54%	1419	48.90%

*Total 26&28 = 5592

*Total male = 2690

*Total female = 2902

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 3

**Distribution by Gender Empirically Grounded Needs For
Vocational Rehabilitation Services For Eligible Consumers With
Significant Disabilities To Achieve An Employment Outcome – FY 2004**

Services	Male*		Female*	
	Services Needed		Services Needed	
	N	%	N	%
Assessment	1034	75.04%	1131	72.41%
Diagnosis-treatment	62	4.47%	86	5.53%
Counseling & guidance	1200	87.08%	1308	83.74%
College or university training	413	29.95%	469	30.04%
Occupational/vocational training	221	16.05%	190	12.16%
On the job training	28	2.00%	31	2.01%
Remedial or literacy training	41	2.99%	47	3.00%
Job readiness training	41	2.98%	38	2.43%
Augmentative skills training	26	1.86%	29	1.88%
Miscellaneous training	69	4.99%	78	5.01%
Job search assistance	560	40.64%	578	37.00%
Job placement	531	38.53%	491	31.43%
On the job supports	25	1.82%	20	1.28%
Transportation services	117	8.46%	132	8.48%
Maintenance	110	7.98%	125	8.00%
Rehabilitation Technology	165	11.95%	187	11.99%
Reader services	0	0.00%	0	0.00%
Interpreter services	17	1.23%	29	1.86%
Personal attendant services	25	1.84%	19	1.20%
Technical assistance services	10	0.72%	5	0.33%
Information and referral services	16	1.17%	28	1.79%
Other services	67	4.89%	80	5.10%
Total 26 & 28 = 2940				
Total male = 1378				
Total female = 1562				

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Table 4

**Distribution by Poverty Status
Empirically Grounded Needs For Vocational Rehabilitation Services For
Eligible Consumers With Significant Disabilities To Achieve A Competitive
Employment Outcome**

<u>Services</u>	<u>At/below poverty*</u>		<u>Above poverty*</u>	
	<u>Services Needed</u>		<u>Services Needed</u>	
	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Counseling and Guidance (Provided)	79	100.00%	2465	100.00%
Placement (Provided)	46	58.23%	1603	65.03%
Diagnosis Evaluation	58	73.42%	1990	80.73%
Surgery	7	8.86%	448	18.17%
Rehabilitation technical device	3	3.80%	127	5.15%
Rehabilitation engineering	1	1.27%	16	0.65%
Rehabilitation technology services	3	3.80%	145	5.88%
College-University	23	29.11%	882	35.78%
Other academic	2	2.53%	89	3.61%
Business & Vocational schools	14	17.72%	453	18.38%
Job training	3	3.80%	48	1.95%
Miscellaneous	9	11.39%	395	16.02%
Maintenance	11	13.92%	274	11.12%
Transportation	5	6.33%	192	7.79%
Personal assistance services	0	0.00%	46	1.87%
Job referral	48	60.76%	1769	71.76%

*Total competitively employed 26 = 2544

*Total earning at/below poverty threshold = 79

*Total earning above poverty threshold = 2465

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

NEEDS ASSESSMENT METHODOLOGY

The aforementioned discussion calls for truly innovative strategies to collect reliable needs assessment estimates of services, particularly with regard to unserved and under-served populations. ARS proposes to combine traditional, qualitative methodologies such as input from focus groups, town meetings, comments on published/disseminated materials with quantitative estimates derived from surveys and secondary analyses of existing data. Triangulation of findings would ensure a significant level of validity necessary for these results to become the basis for an action plan.

INDIVIDUALS WITH DISABILITIES SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE INVESTMENT SYSTEM

The information system necessary to link all the partners and components in the Workforce Investment System is in development at this time. Therefore the data necessary to assess the needs of individuals with disabilities served through other components of the statewide Workforce Investment System is not readily available. In an attempt to gather information on the needs of these individuals, ARS developed a simple survey and questioned partner agencies about services provided to individuals with disabilities through their programs. The survey questions in the are listed below:

NEEDS SURVEY FOR ARKANSAS REHABILITATION SERVICE

1. In your agency's service delivery program, do you provide any types of services to individuals with disabilities?

Yes _____ No _____

2. How does your agency determine if a person has a disability?

Formal assessment _____ Individual disclosure _____ Referral information _____
Other _____

3. How many individuals with disabilities did you serve in the past fiscal year?
4. For those individuals with disabilities that you served, what types of services were provided?

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

5. If your agency was unable to provide all services requested, to what other agencies was the applicant was referred?

The agencies contacted included the following partner agencies in Arkansas: Department of Human Services (DHS), Department of Workforce Education (DWE), Employment Security Department (ESD), Higher Education and Housing, Developmental Disabilities Services, and Urban Development (HUD). Responses were received during the time frame available from DHS and DWE. DHS-Division of Services for the Blind, the Designated State Unit in Arkansas for VR services for individuals who are blind or visually impaired, reported that 2,563 individuals had been served during the past year, receiving all VR services in compliance with the Rehabilitation Act Amendments of 1998. The other agencies reported that data was not available on the number of individuals with disabilities that had requested services or received services. Agencies to which individuals were referred included ARS, Social Security Administration, Centers for Independent Living, Community Rehabilitation Programs, and DHS programs such as Food Stamps, Medicaid and Medicare. The developing Workforce Investment System will be initiating an information system in Arkansas that will collect data on individuals with disabilities. ARS is piloting a new client tracking system that will collect new data required under the WIA such as referrals to other partners for individuals who did not meet the order of selection.

USP Part II-D-34 to D-35

(iii) Need to Establish, Develop, or Improve Community Rehabilitation Programs

[Provide an assessment of the need to establish, develop, or improve community rehabilitation programs within the State. (Sec. 101(a)(15)(A)(ii)]

ARKANSAS REHABILITATION SERVICES (ARS)

Community Rehabilitation Programs (CRP's) in Arkansas provide an important array of services to persons with disabilities, and Arkansas Rehabilitation Services (ARS) employs a variety of methods and strategies to accomplish appropriate partnering with these statewide community based programs. Through the process of contracting for rehabilitation related services, ARS is frequently involved in planning for the establishment and development of emerging programs and proactively strives to maximize consumer utilization at the community level whenever possible.

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

ARS maintains a Community Program Development Section (CPDS) to provide certification and consultation to the CRP's in Arkansas. In order to be reimbursed for services provided, the CRP must be certified by ARS annually, and must maintain compliance with that certification throughout the contract year. The CPDS is also responsible for tracking/documenting consumer involvement in statewide CRP's, and for administering, and maintaining a performance based funding system used by ARS to reimburse CRP's for contracted consumer services. The "1999 Arkansas Standards for Community Rehabilitation Program Certification" is the official guide used to complete CRP certification. This guide is periodically reviewed and amended as needed.

ARS conducts periodic statewide consumer and provider needs studies and obtains public input to help determine the types and levels of services provided by the Community Rehabilitation Programs. Input solicited from CRP's, consumers, providers, and vendors will be incorporated into the standards when deemed appropriate. The "1999 Arkansas Standards for Community Rehabilitation Program Certification" discourages consumer processing type activities, and monetarily rewards timely transition to competitive employment in integrated settings consistent with the consumers demonstrated abilities, and with consideration regarding the individuals informed choice.

As part of the ongoing partnering process with statewide CRP's, and in an effort to provide supportive programmatic and fiscal contract oversight, the CPDS conducts frequent on-site compliance reviews, comprehensive consumer case reviews, consumer satisfaction interviews, and frequent Service to Billing Audits.

In addition to providing consultation and technical assistance as needed, the CPDS coordinates topic specific training for CRP staff through affiliations with colleges/universities in Region VI who offer training designed to enhance skill levels of CRP Directors and program support personnel.

CPDS personnel serve on the Planning and Advisory Committee for the University of North Texas-University of Arkansas sponsored, Continuing Education for Community Rehabilitation Programs (CRP RCEP) training effort. This federally sponsored grant provides training and technical support for CRP's in Region VI. Currently several statewide CRP Directors and support staff along with CPDS personnel are enrolled in the CRP RCEP "Certificate in Management Program".

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ARS-CPDS provides CRP's with information on (and encourages participation in) the Javits-Wagner-O'Day (JWOD) Program which is a federal set aside program that provides government contracting opportunities for qualified CRP's. Six CRP's (under contract with ARS) are current participating JWOD contractors. Participation in this program fluctuates annually.

ARS also encourages CRP's to participate in the provisions of ACT 1718, which was adopted during the 2001 regular session of the 83rd General Assembly. Act 1718 serves as Arkansas' state use law, and is designed to promote the purchase of products and services from CRP's by local municipalities and agencies of state government. The ARS CPDS provides technical assistance, and guidance to statewide CRP's relating to act 1718 activities.

The ARS CPDS works closely with the Administrative Boards of Directors and staff of statewide CRP's to encourage program development which provides a realistic work atmosphere, conducive to rapid acquisition of meaningful work related skills leading to timely competitive employment in integrated settings for all referred consumers.

(ii) Number of Individuals Eligible for Services

[Include State estimates of the number of individuals in the State who are eligible for services under title I of the Rehabilitation Act, the number of such individuals who will receive services provided with funds provided under part B of title I and under part B of title VI (including, if the designated State agency uses an order of selection, estimates of the number of individuals to be served under each priority category within the order), and the costs of the services provided (including, if the designated State agency uses an order of selection, the service costs for each priority category within the order.) (Sec. 101(a)(15)(B))]

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ARKANSAS REHABILITATION SERVICES (ARS)

**~~Estimates Of The Number Of Individuals In The State To Be Served
Under Part B Of Title I—2003~~**

	Eligible individuals who are most significantly disabled.	<u>COST</u>
<u>Priority Category I:</u>		
Number to be Served — 2,973	Number to be Rehabilitated — 331	\$ 1,612,648.00
<hr/>		
<u>Priority Category II:</u>		
Number to be Served — 17,756	Eligible individuals who are significantly disabled. Number to be Rehabilitated — 2,085	\$ 9,587,352.00
<hr/>		
TOTAL TO BE SERVED	TOTAL TO BE REHABILITATED	TOTAL COST
<u>20,729</u>	<u>2,416</u>	<u>\$11,200,000.00</u>
<hr/>		

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ARKANSAS REHABILITATION SERVICES (ARS)

**Estimates Of The Number Of Individuals In The State To Be Served
Under Part B Of Title I – FY 2004**

	Eligible individuals who are most significantly disabled.	<u>COST</u>
<u>Priority Category I:</u>		
Number to be Served - 2,950	Number to be Rehabilitated - 328	\$ 1,485,190.00
<hr/>		
<u>Priority Category II:</u>		
Number to be Served - 17,623	Number to be Rehabilitated - 2,069	\$ 9,714,810.00
<hr/>		
TOTAL TO BE SERVED	TOTAL TO BE REHABILITATED	TOTAL COST
<u>20,573</u>	<u>2,397</u>	<u>\$11,200,000.00</u>
<hr/>		

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

USP Part II-D-33

Estimates Of The Number Of Individuals In The State To Be Served
Under Part B Of Title VI

Type of individual to be served	Number Served	Rehabilitated	Supported Employment Model
Mental Illness	53	5	Job Coach/Mobile Crew Transition Employment
Mild Mental Retardation	83	27	Job Coach/Mobile Crew
Moderate Mental Retardation	19	4	Job Coach/Mobile Crew
Severe Mental Retardation	1	0	Job Coach/Mobile Crew
Traumatic Head Injury	14	1	Job Coach/Mobile Crew
Other	106	19	Job Coach/Mobile Crew
TOTAL	<u>276</u>	<u>56</u>	

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

**Estimates Of The Number Of Individuals In The State To Be Served
Under Part B Of Title VI –FY 2004**

Type of individual to be served	Number Served	Rehabilitated	Supported Employment Model
Mental Illness	52	4	Job Coach/Mobile Crew Transition Employment
Mild Mental Retardation	99	30	Job Coach/Mobile Crew
Traumatic Head Injury	16	2	Job Coach/Mobile Crew
Other	41	10	Job Coach/Mobile Crew
TOTAL	208	46	

USP Part II-M-4 to M-11

(a) Vocational Rehabilitation

[Include the results of an evaluation of the effectiveness of the vocational rehabilitation program, and a report jointly developed with the State Rehabilitation Council (if the State has a Council) on the progress made in improving effectiveness from the previous year including: An evaluation of the extent to which program goals were achieved and a description of the strategies that contributed to achieving the goals. To the extent the goals were not achieved, a description of the factors that impeded that achievement. An assessment of the performance of the State on the standards and indicators established pursuant to section 106 of the Act. (Sec. 101(a)(15)(E)(i))]

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

ARKANSAS REHABILITATION SERVICES (ARS)

The state vocational rehabilitation programs are enacted through the Vocational Rehabilitation Act (Title IV of the WIA of 1998) and have been provided through state and federal matching funds since 1973. The goals and priorities are reviewed and monitored by the Region VI Rehabilitation Services Administration (RSA). Oversight is provided to ARS by RSA through national benchmarks, evaluation standards and performance indicators, on-site monitoring and the Self-Assessment Guide.

Performance-Based Evaluation

While RSA (Rehabilitation Services Administration) performance-based evaluation focuses on a State agency as the unit of analysis, the National Performance Plan and the standards and indicators outlined by RSA can be quite useful to State agencies in monitoring the functioning of their offices within the State.

To take advantage of this unique opportunity, Arkansas Rehabilitation Services and the Rehabilitation Council of Arkansas elected to generate an evaluation report that would serve both purposes. As indicated in the evaluation report that follows this section, ~~graphs are~~ Chart 1 is used to present a summative measure of ARS performance. The ~~graphs~~ Chart 1 document the performance of the agency as a whole. By contrast the tables document the contributions of each field office to that standard and are used in corrective action. Correspondence in the evaluation measures to assess the effectiveness of the program as a whole and at the field office level ensures total alignment and compliance of the vocational rehabilitation program in the state with the vision and goals set forth in Federal Legislation.

RSA specification of performance benchmarks relays an unequivocal message regarding the effectiveness of the State programs it funds. The ~~graphs~~ charts that follow document Arkansas Rehabilitation Services stellar performance in FY 1998. This is due to the close monitoring of the program's activities through monthly reports and feedback to field offices.

This trend is expected to continue as constant efforts are being made in every section toward streamlining and efficiency. Innovative and more cost-effective methods of data collection to meet federal requirements are constantly explored. For example, the distribution of consumer satisfaction survey forms developed by the Rehabilitation Council is becoming an integral part of case closure procedures and serves several purposes in addition to fulfilling a soon to be federal requirement. Access to Social

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Security and Economic Security Division information is invaluable and cost-effective over other strategies in documenting long-term employment outcomes.

Arkansas Rehabilitation Services' Annual Client Services Review Report for FY 1998 March 1999 is included as Attachment M-3.

USP Part II-M-6

**To The Extent That The Goals Were Not Achieved,
A Description Of The Factors That Impeded The Achievement Of The Goals**

ARS proactive philosophy is such that any anticipated impediment to progress is dealt with in a timely manner. As a result no impediments were detected by the Rehabilitation Services Administration to the achievement of our goals.

USP Part II-M-6 to M-11

**An Assessment Of The Performance
On The Standards And Indicators Established Pursuant To Section 106**

Standard 1: Employment Outcomes

Performance Indicator 1.1

The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the program after achieving an employment outcome during the previous performance period.

[Performance level: Equal or exceed previous performance period..]

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

The data indicates that the number of individuals in Arkansas who achieved an employment outcome decreased during FY 2002 the last year that data is available from ~~2,805 in FY 2000 to 2,735 in FY 2001~~ 2,622 in FY 2001 to 2,003 in FY 2002. This is an decrease of ~~2.5%~~ 23.6%.

Performance Indicator 1.2 Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.

[Performance level: 55.8% for General/Combined Agencies.]

The data indicates that ~~48.9%~~ **60.2%** of the individuals in Arkansas who exited the VR program after receiving services achieved an employment outcome.

Performance Indicator 1.3 Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage.

[Performance level: 72.6% for General/Combined Agencies.]

The data indicates that the percentage of individuals determined to have achieved an employment outcome, who exited the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage was ~~86.1%~~ 95.5% in Arkansas which exceeds the federal benchmark of 72.6%.

Performance Indicator 1.4 Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

[Performance level: 62.4% for General/Combined Agencies.]

The data indicates that of all individuals who exited the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who were individuals with significant disabilities in Arkansas was ~~90.1%~~ 90.5% which exceeds the federal benchmark of 62.4%.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Performance Indicator 1.5 The average hourly earnings of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings levels equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed (as derived from the Bureau of Labor Statistics report "State Average Annual Pay" for the most recent available year).

*[Performance level: A ratio of 0.52 for
General/Combined Agencies .]*

The data indicates that in Performance Indicator 1.5 in Arkansas the ratio was ~~0.68~~ 0.72, which exceeds the federal benchmark of 0.52.

Performance Indicator 1.6 Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who reported their own income as the largest single source of economic support at exit and the percentage who reported their own income as the largest single source of economic support at application.

*[Performance level: 53.0% mathematical difference in
percentage for General/Combined Agencies.]*

The data indicates that in Performance Indicator 1.6, the mathematical difference between the percentage who reported their own income as the largest single source of economic support at exit and the percentage who reported their own income as the largest single source of economic support at application was ~~72.62%~~ 65.69% in Arkansas which exceeds the federal benchmark of 53.0%.

Standard 2: Equal Access to Services

Performance Indicator 2.1 The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

*[Performance level: Ratio of 0.80 for both
General/Combined Agencies.]*

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

The data indicates that in Performance Indicator 2.1, the service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities was ~~0.93~~ 0.95 in Arkansas which exceeds the federal benchmark of 0.80.

USP Part II-F-32 to F-35

(i)

[Describe how the State will utilize funds reserved for the development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under the State plan, particularly individuals with the most significant disabilities. (Sec. 101(a)(18)(B))]

ARKANSAS REHABILITATION SERVICES (ARS)

**Innovative Approaches To Expand And
Improve The Provision Of Vocational Rehabilitation Services**

Arkansas Rehabilitation Services (ARS) is the state program that provides vocational rehabilitation services to assist individuals with significant disabilities in becoming employed and living independently (with the exception of DHS-Division of Services for the Blind). The state Vocational Rehabilitation programs are funded through the Vocational Rehabilitation Act (Title IV of the Workforce Investment Act of 1998) and have been provided through federal and state matching funds since 1973.

As a result of statewide studies and program evaluation, ARS has implemented the following changes:

- The Arkansas Rehabilitation Services Operating Policy Manual ~~has been~~ was revised and promulgated. into a policy and procedures manual. The revised ARS Policy and Procedure Manual was promulgated and effective October 10, 2002. The manual draft document was done by a group of administrators, supervisors, counselors, and rehabilitation assistants from all components of the agency. The State Rehabilitation Council had representation in this group as well as the Client Assistance Project. Policy was selected along with being revised from the present policy/procedure manual and changes made to improve services to the most significant disabled and to

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

be in compliance with Federal regulations. ~~A procedure manual will be developed at the completion of the promulgation process.~~ A permanent Policy and Procedures committee has been formed to evaluate policy and procedures on an ongoing basis to assure compliance with state and federal regulations.

- The agency policy for reimbursing expenditures to Community Rehabilitation Programs is a performance-based system. The system award points to CRP's according to client progress toward employment. As a result of continued emphasis on employment, the performance-based funding system has been revised to place greater rewards on competitive employment outcome and reduce rewards for other steps in the process.
- ARS updated its Arkansas Standards for Community Rehabilitation Program Certification. This resulted in reduced consumer processing type activities and encourages timely transition to competitive employment in integrated settings consistent with the consumers informed choice.
- ~~□ Hot Springs Rehabilitation Center operates the School to Work Program, a special program of vocational rehabilitation for juniors and seniors in special education. The students receive rehabilitation services such as pre-vocational training, vocational preparation, and job experience through the Rehabilitation Center as part of their school curriculum. This program continues to be very popular with schools, parents and students.~~
- The new ARS client tracking system, Arkansas Rehabilitation Integrated Management Information System (ARIMIS), has been brought on line and ~~is in the final stages of implementation.~~ in operation since April 2002. The new ARIMIS system is internal to ARS and allows tracking for reporting purposes, review of case status history for counselors and administrators, and eventually purchasing and budgeting with case service funds. In addition, ARS has linked with the State information system, Arkansas Administrative Statewide Information System (AASIS.) This is an external system now required for all state agencies in Arkansas, and includes all purchasing and human resource functions linked into a statewide system. The second phase of the system, which enhances aspects of the system, is being prepared for implementation.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

- The Rehabilitation Council of Arkansas (RCA) has been integrally involved in all aspects of the agency's operations, including planning, personnel policies, and program evaluation studies. The RCA has assigned specific members to be primarily involved with the various aspects of the agency. The responsible persons from the RCA coordinate and report to the RCA at regular meetings.

- A revision of ARS Comprehensive System of Personnel Development as required by Section 101(a)(7) Rehabilitation Act Amendments of 1998 has been approved by RSA and implemented by the agency.

The primary vehicles for expanding services to individuals with the most severe disabilities continues to be the Agency's order of selection, staff training on severe disability, comprehensive outreach strategies, and special programs to serve groups that have been traditionally unserved or underserved. Policy implementation regarding automatic eligibility and service delivery for Social Security beneficiaries also tends to expand services individuals with the most severe disabilities. The Ticket to Work program which is being implemented in Arkansas will also serve to expand services to individuals with the most severe disabilities. Arkansas is in the second phase round of states to implement the Ticket to Work.

The Order of Selection places persons with the most significant disabilities as the highest priority for receiving services. Coupling this with performance evaluation criteria has resulted in increased outreach at the local level to identify and provide services to the most severely disabled.

Staff will continue to receive special in-service training on issues related to individuals with the most severe disabilities, including technology needs. Emphasis is placed on serving persons with the most severe disabilities at statewide staff meetings, newsletters, and intra-agency correspondence.

Close working relationships with organizations providing education and vocational preparation will continue. ARS staff will continue to serve on advisory boards for local and state school-to-work programs, and one-stop services programs. In this capacity, they will conduct outreach to persons with the most severe disabilities. Close contact with the network of Centers for Independent Living throughout the state is maintained as an outreach effort.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Special programs through the Hot Springs Rehabilitation Center such as the Spinal Cord Injury Program and the Traumatic Brain Injury Program provide opportunities to serve persons that otherwise might not be served.

An individual who is Most Severely Disabled is defined as one who has a severe physical or mental impairment which seriously (1) limits two or more functional capabilities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of employment outcome; (2) whose vocational rehabilitation can be expected to require multiple VR services over an extended period of time; and (3) who has one or more physical or mental disabilities.

USP Part II-F-35 to F-36

(ii)

[Describe the quality, scope, and extent of supported employment services authorized under the Act to be provided to individuals who are eligible under the Act to receive the services. (Sec. 625(b)(3))]

ARKANSAS REHABILITATION SERVICES (ARS):

**Quality, Scope, And Extent Of Supported
Employment Services**

During FY 2001, funds received under Title VI, Part B, will be assigned on an allocation basis to counselors statewide. Each counselor will have an allocation and will accept referrals from other agencies, programs or other sources. Funds will be used to purchase services from approved vendors. Counselors may also use funds from their Title I allotment to purchase Supported Employment Services. The client population will include individuals with the most significant disabilities including: developmental disabilities, chronic mental illness, traumatic head injury, and deaf and hearing impaired who are determined eligible for supported employment services or in future years with any other most significant disability group from whom continuing support will be available through agency agreement or by natural supports.

Supported Employment Services Operational Objectives

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Type of individual to be served	Number Served	Rehabilitated	Supported Employment Model
Mental Illness	53	5	Job Coach/Mobile Crew Transition Employment
Mild Mental Retardation	83	27	Job Coach/Mobile Crew
Moderate Mental Retardation	19	4	Job Coach/Mobile Crew
Severe Mental Retardation	1	0	Job Coach/Mobile Crew
Traumatic Head Injury	14	1	Job Coach/Mobile Crew
Other	<u>106</u>	<u>19</u>	Job Coach/Mobile Crew
TOTAL	<u><u>276</u></u>	<u><u>56</u></u>	

**Estimates Of The Number Of Individuals In The State To Be Served
Under Part B Of Title VI – FY 2004**

Type of individual to be served	Number Served	Rehabilitated	Supported Employment Model
Mental Illness	52	4	Job Coach/Mobile Crew Transition Employment
Mild Mental Retardation	99	30	Job Coach/Mobile Crew
Traumatic Head Injury	16	2	Job Coach/Mobile Crew
Other	<u>41</u>	<u>10</u>	Job Coach/Mobile Crew
TOTAL	<u><u>208</u></u>	<u><u>46</u></u>	

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

ATTACHMENTS CONTINGENT ON OPTIONS SELECTED

USP Part II-C-14 to C-15

(d) Vocational Rehabilitation

The following agencies, groups or individuals must be consulted, if your unified plan includes Vocational Rehabilitation: State Rehabilitation Council (including the response of the designated State unit to such input and recommendations)

ARKANSAS REHABILITATION SERVICES

**Consultation In The Development Of The Unified State Plan
With The State Rehabilitation Council Of Arkansas**

Summary of Activities with State Rehabilitation Council of Arkansas

At the beginning of FY 2000 the ARS Commissioner designated the office of Chief of Staff to serve as liaison and coordinate support of the State Rehabilitation Council of Arkansas (SRCA). This helped to create a closer relationship between the SRCA and direct field services operations of the agency.

~~A summary of the SRCA Activities, Recommendations and Goals from the most recent Annual Report dated December 2001 are as follows:~~

~~Summary of Activities and Recommendations for 2002~~

~~The SRCA had four quarterly meetings and also several subcommittee meetings. The SRCA activities and reviews were as follows:~~

- ~~• Provided pre-promulgation review of ARS Client Handbook, ARS Substance Free Policy, Order of Selection, Gastric By Pass policy, Informed Choice policy, Conflict of Interest policy, and the ARS procedures manual.~~
- ~~• Provided review and approval of change of certification organization body of Hot Springs Rehabilitation Center Training Institute, approved list of recommended fair~~

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

~~hearing officers, change in contractual agreement with Arkansas Rehabilitation Business & Industry, Inc for placement goals.~~

- ~~• Developed a marketing brochure and web site for consumer contact.~~
- ~~• Revised and updated role of SRCA, composition and duties of committees, and goals for committees.~~
- ~~• Welcomed a new member representing Latino populations.~~
- ~~• Reviewed ARS plans for Olmstead plan participation.~~
- ~~• Participated in meeting with RSA On site evaluation.~~
- ~~• Reviewed MOUs for various agency agreements.~~

Goals for 2003

- ~~• Continue working with ARS and WIB to assure One Stop accessibility.~~
- ~~• Increased input on service delivery by participation in policy review and training activities.~~
- ~~• Increased consumer and public awareness of ARS and SRCA.~~
- ~~• Develop orientation packet and manual for members.~~
- ~~• Assist with implementation of Olmstead and Ticket to work program.~~

SRC: Focused on Activities in FY 2003

During FY 2002, the full Council held four (4) quarterly meetings and the various committees held meetings. SRC Committees for 2003 include Quality Assurance, Public Relations and Outreach, Policy and State Plan, Membership, and the Executive Committees. All committees established by the Council are responsible for establishing a committee mission statement and establishing a set of committee objectives for the calendar year. They also review committee mission statements and objectives annually, recommend and make revisions as necessary to achieve the mission of the Council, and report to the Council their progress towards achievement of their stated yearly objectives. A written report of their yearly activities is submitted to the Executive Committee for inclusion into the Council's annual report. Additional participation by Council designees included the ARS Management Training Institute, New Employee Orientation, and the ARS Annual spring and fall Training Conferences, and the statewide We the People Conference. The Council received reports and provided input in the following areas and services affecting Arkansas Rehabilitation Services:

Policy and Procedures

- ~~• ARS Plan for Comprehensive System of Personnel Development (CSPD).~~

ARKANSAS REHABILITATION SERVICES STATE PLAN SUPPLEMENT

- Revisions and updates to ARS Policy and Procedures Manual.
- Guidelines for mediation process and selection of qualified mediators.
- ARS Quality Assurance Team case review summaries and action plans.
- Order of Selection policy and guidelines.
- Informed Choice.
- Gastric Bypass policy.
- Ticket to Work procedures and eligibility.
- ARS Client Handbook and Responsibilities.
- Hot Springs Rehabilitation Center (HSRC) statement of student rights and responsibilities.
- ARS Substance Abuse Policy.
- HSRC manual of services.
- HSRC Behavior Enhancement program.
- Arkansas Career Training Institute accreditation standards.
- HSRS policy for bathing and personal care.
- Changes and updates of HSRC/ACTI training programs.

Quality Assurance and Services

- Olmstead Plan.
- Governor's Supported Housing Report.
- Rehabilitation Services Administration federal on-site visit and case review report.
- Arkansas Legislative Audit report and ARS responses.
- Council on Occupational Education accreditation report on ACTI.
- Delta Transportation Project updates.
- Telecommunication Access Program guidelines and personnel.
- ARS State Plan Supplement review and approval.
- Review and approval of performance-based contract for Arkansas Rehabilitation Industries and Business, Inc.
- Review of ARS Training schedules and activities.

Personnel

- Review and update of District Managers restructuring.
- Review of Career Ladder Incentive Program (CLIP) and CLIP bonuses.
- Changes in Performance Standards and Evaluation of counselors.
- Implementation of specialty counselors for Supported Employment.
- Succession planning and attrition issues.
- Implementation of internship programs.

Special Issues and Topics

- Advocacy and public awareness plans.
- Review of ARS Information Management System (ARIMIS) client tracking system.
- Updates on successful Ark. Information System (AASIS) transition by the agency.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

- State Independent Living Council updates.
- Workforce Investment Board updates.
- Successful Employment Through Assistive Technology (SEAT) plan and Increasing Capabilities Access Network (ICAN) activities.
- Cooperative agreements with Independent Living Centers for benefits planning.
- Development and implementation of SRC web-site link.
- Development and distribution of SRC brochure.

SRC Committee Reports:

Policy and State Plan Committee

- Recommended to approve the ARS 2002 State Plan Supplement, which was approved by the Council.
- Reviewed the new Policies and Procedures Manual.

Quality Assurance Committee

- Approved a suggestion/request box for HSRC students.
- Requested a bathing policy to be placed in the HSRC student handbook.
- Discussed more integration among HSRC students.
- Requested that SRC representation be given notice of all ARS meetings.
- Discussed that important information may not be distributed effectively to clients.
- Suggested that counselors inform clients about Ticket to Work well in advance of need.
- Suggested Federal guideline training for Council members.

Public Relations and Outreach Committee

- Discussed nominations for two outstanding award recipients.
- Produced a SRC brochure to be distributed to the public.
- Continues to provide data for the Council's web site.
- Submitted SRC updates published in the ARS Counselor newsletter.

Membership Committee

- Produced and distributed a membership binder to include bylaws, minutes, newsletters, the state plan and annual report to all Council members.
- Accepted nominations for 2003 officers.

Executive Committee

- Served as liaison between ARS Senior Management Team (SMT) and the Council.
- Completed an annual report and submitted it to the Governor in January 2003.
- Prepared meeting agendas.

SRC Goals for FY 2004:

1. Provide for additional training for ARS staff, SRC, and other government agencies.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

2. Improve One-Stop accessibility and educational information.
3. Improve MOUs between ARS agencies and others identified as collaborating agencies.
4. Increase participation on state needs assessments.
5. Keep a full complement of membership.
6. Participate with ARS in conferences, seminars, etc.
7. Continue to provide information for the web site.
8. Continue with the Awards Program.
9. Increase information made available to consumers on the Ticket to Work program.
10. Improve communication and interaction with other councils.
11. Continue to provide Council updates through contributions to ARS publications.
12. Improve communication, planning, and collaboration between SRC committees and ARS Senior Managers.

USP Part II-F-37 to F-40

(iii)

[In the event that vocational rehabilitation services cannot be provided to all eligible individuals with disabilities in the State who apply for services, indicate the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services and provide the justification for the order. (Sec.101(a)(5)(A)-(B))]

ARKANSAS REHABILITATION SERVICES (ARS):

Order of Selection and Justification

The Arkansas Rehabilitation Services established an amended Order of Selection policy effective July 1, 2001. Revisions to the ARS policy follow the ARS regulatory process, including public comment and the advice, counsel, and approval of the ARS Rehabilitation Council.

The current ARS' Order of Selection assures the provision of services to clients with the most significant disabilities first. Services and expenditures will be closely monitored to enable the ARS Commissioner to close or open priority categories as deemed appropriate. This will assure services are continued for cases determined eligible and receiving services under an Individualized Plan for Employment. Adequate funds will be conserved to provide diagnostic services for all applicants to determine eligibility and category placement.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

The Order of Selection priority categories, justification for each, outcome and service goals are listed below:

ORDER OF SELECTION

ARS will provide services based on an Order of Selection on a statewide basis. ARS' Order of Selection assures clients in Priority I and II will have first priority for the provision of services. * If funds become available, individuals in Priority III and IV may receive services.

Rehabilitation clients who have an IPE for VR services or EE services in place prior to the implementation of the Order of Selection policy will receive services as recorded in their IPE.

Priority Category I - Most Significantly Disabled

An individual who is Most Significantly Disabled is defined as one who:

1. Has a significant physical or mental impairment which seriously limits two or more functional capabilities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of employment outcome;
2. Has one or more physical or mental disabilities;
3. Can be expected to require multiple VR services* over an extended period of time.**

Priority Category II - Significantly Disabled

An individual with a significant disability is defined as one who:

1. Has a significant physical or mental impairment which seriously limits one or more functional capabilities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of employment outcome;
2. Has one or more physical or mental disabilities as defined in Definitions; and,
3. Can be expected to require multiple VR services* over an extended period of time.**

Priority Category III - Non-Significantly Disabled Needing Multiple Services

An individual with a non-significant disability who is expected to require multiple vocational rehabilitation services.

**ARKANSAS REHABILITATION SERVICES
STATE PLAN SUPPLEMENT**

Priority Category IV - Non-Significantly Disabled

An individual with a non-significant disability not classified in a higher priority.

* Two (2) or more major VR services, i.e. counseling, guidance, assistive technology, physical or mental restoration, training, and placement.

** 90 days or more from the date services are initiated.