

# WEEKLY FOCUS

*The mission of the Opportunities for Ohioans with Disabilities Agency is to ensure individuals with disabilities achieve quality employment, independence and disability determination outcomes through integrated services, partnerships and innovation.*

## Community Rehabilitation Programs Scorecard

OOD continues to focus on operations and process improvements that result in higher quality outcomes for individuals with disabilities. As part of this emphasis, effective evaluation of the Community Rehabilitation Programs (CRPs), with the goal of providing useful feedback and guidance to both providers and individuals with disabilities, was made a priority.

A CRP Scorecard Work Group was established in March 2014 to develop recommendations to fairly and consistently evaluate providers. The scorecard is one element of a larger CRP Quality Project. The goals of this project include:

- A "How to Select a Provider" fact sheet that identifies methods for individuals with disabilities to utilize to enhance consumer informed choice when selecting a VR service provider
- A web-based system for consumers, providers and staff developed in compliance with OOD provider practices
- Counselor and consumer satisfaction survey with provider services
- CRP Scorecard and reports
- A provider manual chapter on the CRP Quality system, user instructions and OOD's expectations of providers
- CRP Monitoring policy and procedure
- CRP training on provider manual chapter for CRP Quality and CRP monitoring policy and procedure and use of web-based system
- Staff training on CRP Quality and use of web-based system
- Monitoring staff hired and trained to begin site visits October 2014

The Scorecard Work Group consists of two OOD managers, two OOD subject matter experts and ten CRPs from rural, urban, small and large organizations statewide. The group has developed a draft CRP Scorecard, scorecard definitions, and scorecard process documents that will be sent to each CRP Primary VR Contact in an email dated June 6, 2014 encouraging feedback no later than close of business Friday, June 13.

Keep in mind that this scorecard will be "Version 1." Future iterations are anticipated as OOD plans to include additional performance related criteria over time as specific data can be collected and validated, as well as incorporating feedback where appropriate.

Throughout next week, OOD staff will place calls to the CRP Primary VR Contact to encourage feedback. These calls will not be aimed at answering specific questions about the scorecard, but instead focused on encouraging feedback through the email process outlined in the original email.

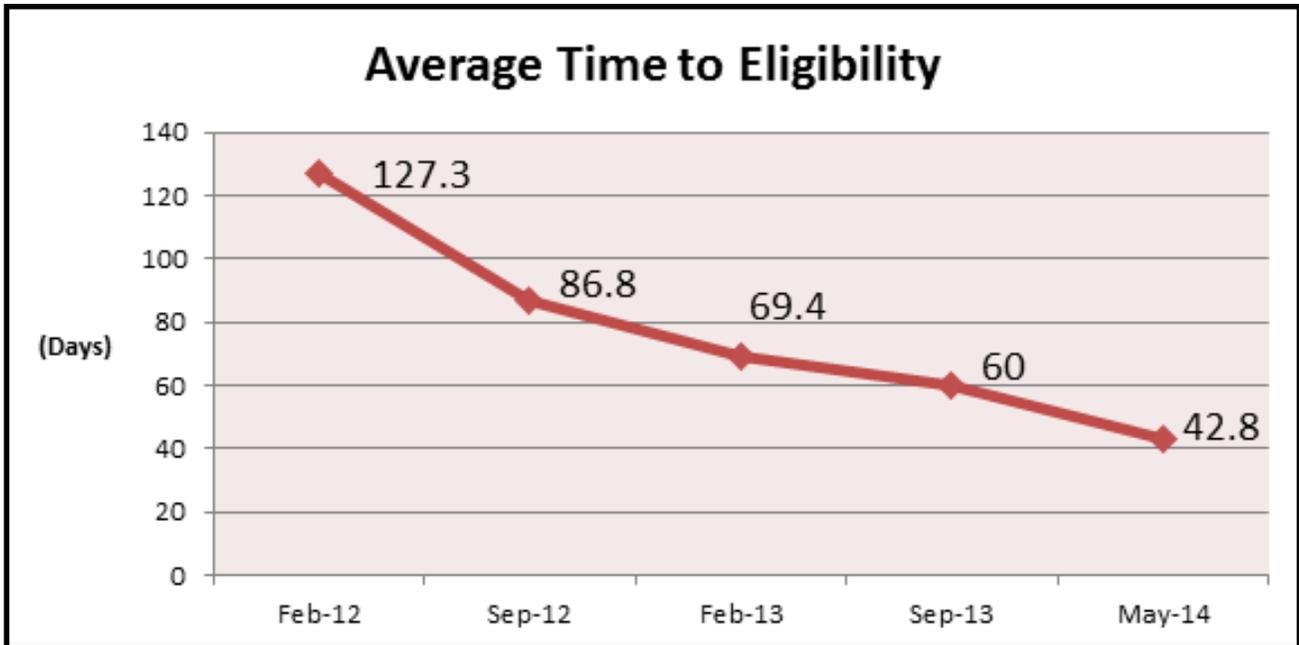
The CRP Scorecard Work Group will meet on June 16 to review the feedback received and will be presenting the final draft to the Executive Team on June 25.

## Incredible Process Improvement at the OOD Front Door

Our focus on improvement and efficiency is making a difference. As you may recall, OOD staff partnered with LeanOhio in December 2011 to conduct a Kaizen process improvement event with the goal of reducing the wait time for individuals between applying for VR services until receiving an eligibility decision.

In 2011, OOD officially had five different eligibility models with each OOD office or team choosing an approach based on its needs and staffing levels. Many teams used more than one model, a combination of models, or modified versions of the official versions. The variation was extreme. The baseline data showed it took an average of 127 days from the point of referral to eligibility.

The Kaizen process changes were implemented in April 2012. This past month (May 2014), individuals waited, on average, 42.8 days. This 12 week reduction demonstrates amazing improvement. Thanks to all OOD partners and staff for the incredible work that went into reducing this lag time which will allow for quicker access to needed services and ultimately help individuals with disabilities obtain employment.



### Zach Holler Appointed to Presidential Committee on Disability

In May, Zachary Holler was appointed by President Barack Obama to the President’s Committee for People with Intellectual Disabilities (PCPID).

Holler successfully participated in the VR program, working with Jane Worth in the Dayton office, served as a member of the Consumer Advisory Committee (CAC) and was a delegate for the Governor’s Council on People with Disabilities (GCPD) Youth Leadership Forum.

PCPID, a federal advisory committee that promotes policies and initiatives that support independence and lifelong inclusion of people with intellectual disabilities in their respective communities, was established in 1966 through Executive Order by President Lyndon B. Johnson.

Congratulations to Zach on this honor.

### Operation Feed Update

The GREAT Peanut Butter Challenge has been going on for several weeks at the 400 Building. A final total of 6,029.9 oz., or 376.9 lbs., of peanut butter was collected! Thank you to all the Units who participated and for the anonymous donations for Operation Feed.

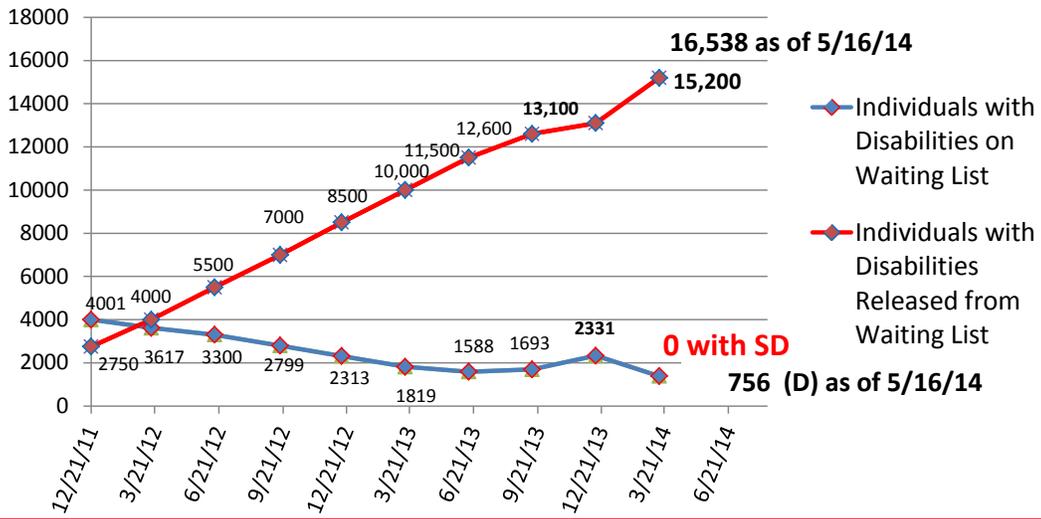
If you would still like to get involved, please consider helping by:

- 1) Participating in OOD activities to raise critically needed funds.
- 2) Donating online at: <https://www.midohiofoodbank.org/donate-opfeed>.
- 3) Bringing in these most needed foods: peanut butter, soup (with vegetables), canned fruit, chili with beans, tuna, canned meat, and canned vegetables.



If you have any questions about how to pledge or would like to help out with any event, please contact Ray Rhone, DDD Professional Relations Officer, at 614-438-1904 or email at [Raymond.Rhone@ssa.gov](mailto:Raymond.Rhone@ssa.gov).

## Number of Individuals with Disabilities on Waiting List



For more information or questions on stories in this publication, please call the Office of Communications at 614.438.1476.

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