

2016

DRS Case File Review

Purpose

- ▶ Assure compliance with federal and state policies
- ▶ Improve consistency among offices
- ▶ Identify
 - Areas in need of improvement
 - Training needs
 - Strengths



2016 review

- ▶ April 5–7, 2016 in Pierre
- ▶ Case File Review Instrument in VRFACES
 - Includes sections on Eligibility, IPE development, VR services provided, case closure, and a ratings section
- ▶ 17 Reviewers:
 - District supervisors
 - 2 counselors from each district
 - State office staff

Review

- ▶ 2 practice cases
- ▶ 336 total cases
 - 3 successful closures
 - 1 or 2 unsuccessful closures with services
 - 1 unsuccessful closure with no services
 - 1 or 2 eligibility based closures
 - 2 open cases



Results

- ▶ Corrections
- ▶ Counselor Report
- ▶ Agency Report
 - Below 90%, in need of improvement
 - Significant changes from year to year



Findings – Eligibility

- ▶ 336 cases reviewed
 - 299 eligibilities
 - 37 ineligible
 - ▶ The average number of days from application to eligibility was 30.2
 - ▶ Positive ratings were received in all areas of this section (97.9% to 100%)
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Findings – IPE Development

- ▶ 263 cases reviewed
- ▶ Average number of days between eligibility and IPE was 94.9
- ▶ 69.2% were completed within 90 days or less
 - Expect to see this improve in the future due to a new policy enacted in November 2015 requiring IPE development or extension within 90 days
- ▶ Positive ratings were received in all areas of this section (97%–100%)



Findings – VR Services Provided

- ▶ 259 cases reviewed
- ▶ 2 areas identified as needing improvement
 - Benefits Specialist services; 80.6% of SSA beneficiaries received benefits counseling services
 - Increased 23.4% from 2015
 - Plan for Sustaining employment on Ticket to Work cases; 77.6%
- ▶ Positive results on the remainder of this section (95.8%–100%)

Findings – Case Closure

- ▶ 261 cases reviewed
 - 110 were successful
 - 74 unsuccessful after services
 - 40 unsuccessful before services
 - 37 ineligible
- ▶ Positive ratings in all sections (91.8%–100%)
- ▶ Ineligible file documentation increased 10.9% from 2015



Findings – Overall Ratings

- ▶ 5 overall ratings questions
 - Above standard, standard, or below standard
 - Counselor's performance
 - Informed choice, documentation, level of contact, counseling and guidance
 - 96.85% standard or above standard
 - Individual's level of participation
 - 77.2% standard or above standard

Summary & Recommendations

- ▶ Areas in need of improvement
 - Benefits Analysis
 - Plans for Sustaining Employment
- ▶ Movement from Eligibility to Plan within 90 days
- ▶ Revision of Case File Review instrument
- ▶ Additional Training Needs
 - Trial Work/Extended Evaluation
 - Coding Impairments
 - Supported Employment



Questions?

