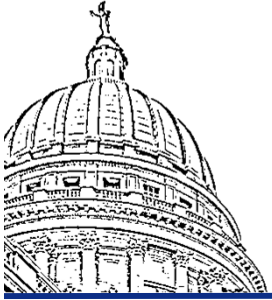


January 25, 2017



Division of Vocational Rehabilitation

Report 15-18

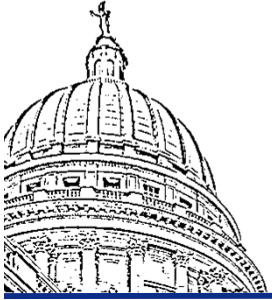


Expenditures and Participants

DVR's expenditures increased from \$78.1 million in FY 2011-12 to \$100.7 million in FY 2014-15.

Expenditures for services for participants were \$64.7 million, or almost two-thirds of total expenditures in FY 2014-15.

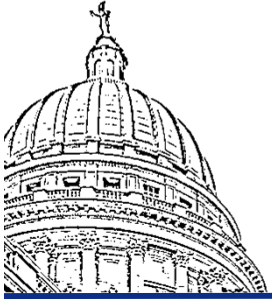
In federal fiscal year 2013-14, there were 33,025 participants in the program.



Staffing

The average statewide caseload per counselor and counselor-in-training was less than DVR's goal of 125.0 cases in June 2012, June 2013, and June 2014.

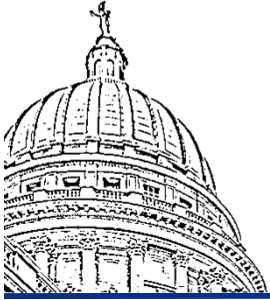
Annual turnover among casework-related staff increased from 10.4 percent to 14.1 percent from June 2012 to June 2015.



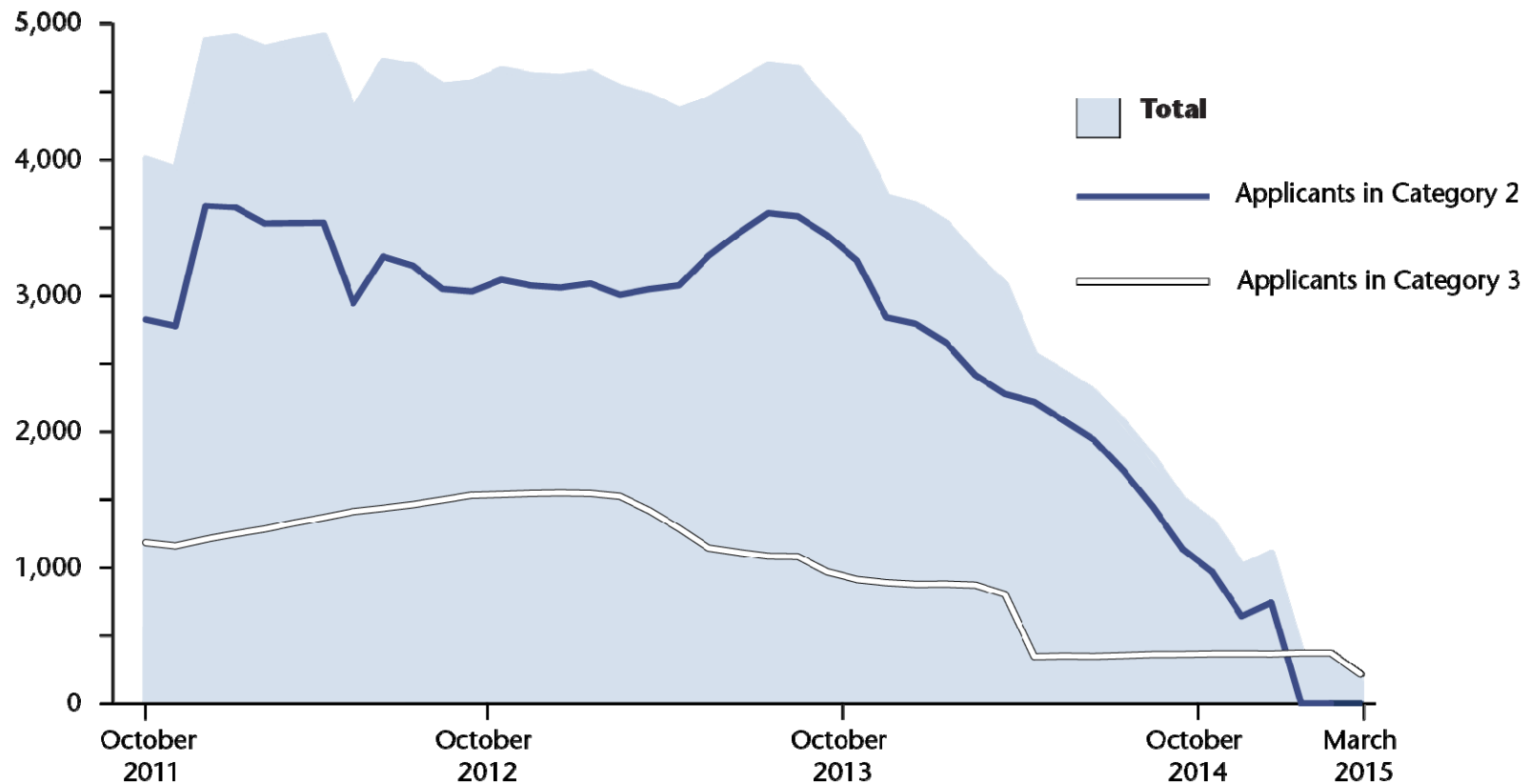
Timeliness Issues

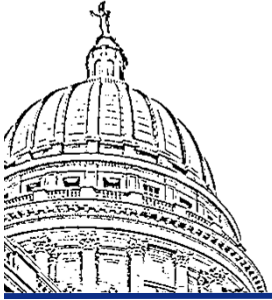
From October 2011 through March 2015:

- eligibility was not determined in a timely manner for 2,559 applicants, which represented 5.3 percent of all applicants; and
- 2,027 individualized plans for employment were not completed in a timely manner, which represented 7.2 percent of all plans.



Number of Eligible Applicants on the Waiting List



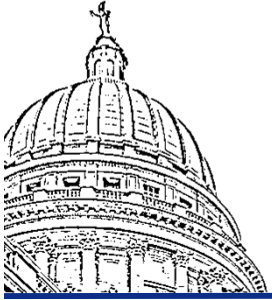


Per Participant Expenditures

We found considerable variation among workforce development areas in annual average expenditures for services per participant in recent years.

In federal fiscal year 2013-14, average expenditures per participant ranged from:

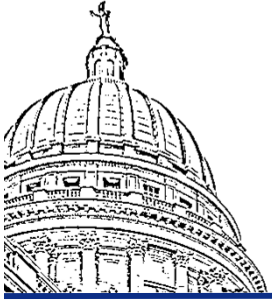
- 163.4 percent of the statewide average in the Western workforce development area; to
- 72.8 percent of the statewide average in the Milwaukee workforce development area.



Serving Participants

Our review of 100 cases closed from October 2014 through March 2015 indicated that DVR generally served the 100 participants associated with these cases appropriately.

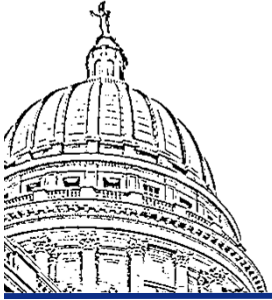
Our file review identified concerns with how DVR served some participants.



Rehabilitation Rates

Rehabilitation rates increased steadily from federal fiscal year 2011-12 through the first six months of federal fiscal year 2014-15.

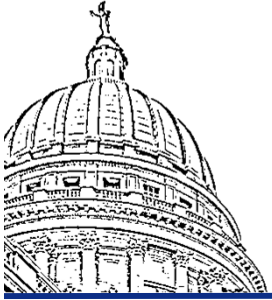
DVR's rehabilitation rate may be inaccurate.



Variation in Rehabilitation Rates

For participants eligible to receive services and whose cases closed from October 2011 through March 2015, rehabilitation rates varied considerably:

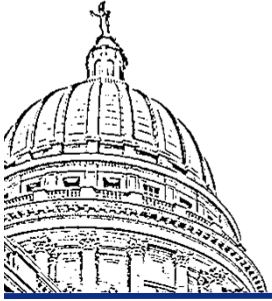
- among workforce development areas;
- based on the employment status of participants at the time of application; and
- based on various demographic characteristics of the participants.



Post-Participation Employment

In their first jobs after rehabilitation, the 13,874 participants who were rehabilitated from October 2011 through March 2015:

- earned an average of \$11.42 per hour (which was fourth among seven midwestern states); and
- worked an average of 27 hours per week (which was lowest among seven midwestern states).



Future Considerations

The federal Workforce Innovation and Opportunity Act of 2014 will likely require DVR to provide additional services to individuals.

We recommended that DVR:

- improve its program management; and
- report to the Joint Legislative Audit Committee on its plans for complying with changes to federal law and the status of its efforts to address each of our recommendations.