



Opportunities for Ohioans  
with Disabilities

# Annual Report

Federal Fiscal Year 2017  
State Fiscal Year 2018



## Mission:

To provide individuals with disabilities opportunities to achieve quality employment, independence, and disability determination outcomes.



## Director's Message

Friends and Colleagues,

Over the last seven and a half years, Opportunities for Ohioans with Disabilities (OOD) has strived to change the landscape of disability hiring in Ohio. Through business-focused efforts, we have sought to promote inclusion in the workplace as a key workforce development strategy, leading to increased opportunities for the people we serve.

With this year's annual report, I am pleased to share the following accomplishments since Governor John Kasich appointed me as executive director in 2011:

- Released more than 17,600 individuals from OOD's waiting list for services through realignment of resources, efficiency gains and strategic partnerships.
- Established a consistent quality of vocational rehabilitation services statewide by implementing a standardized fee schedule.
- Achieved greater public awareness by changing the agency's name to one more aligned with its mission.
- Launched regional job fairs to connect OOD job seekers with Ohio employers that boast an employed rate that is more than double the national average.
- Supported the Ohio Business Leadership Network to flourish from 11 active employer members in 2011 to more than 160 today.
- Launched [OODWorks.com](http://OODWorks.com) to provide 24/7 access for individuals and families to learn about vocational rehabilitation and apply for services from their home.
- Continued to be a national leader in claims efficiency for Ohioans seeking disability determination outcomes. OOD's Division of Disability Determination reduced the time applicants wait for a disability determination from 96 to 72 days with an accuracy rate of 98.4%.

- Formalized partnerships with the Ohio Department of Developmental Disabilities and the Ohio Department of Education to increase access to vocational rehabilitation services for these populations.
- Advanced employment opportunities for individuals with hearing or visual impairments through the Governor's Workforce Integration Task Force.
- Assisted job seekers with hearing impairments to obtain a commercial driver's license through a partnership with the Ohio Bureau of Motor Vehicles and the Office of Criminal Justice.

Over the next several pages, we invite you to read more about our accomplishments over the past year, including adoption of a new communication disability law to improve interactions between law enforcement and individuals with communication disabilities; establishment of the OOD Council to provide feedback on vocational rehabilitation services; expansion of Braille literacy; and other initiatives that increase independence and employment opportunities for Ohioans with disabilities.

We are proud of what we have accomplished together and grateful for the leadership of Governor Kasich and the support of the General Assembly in our efforts to fulfill our mission.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Miller". The signature is fluid and cursive, with a large, stylized "M" at the end.

Kevin L. Miller  
Executive Director  
Opportunities for Ohioans with Disabilities

# Legislation

This year, OOD played an instrumental role in the adoption of two key pieces of legislation to benefit Ohioans with disabilities. First, a new law improves interactions between people who have difficulty communicating and law enforcement officers; and second, a new law created the Opportunities for Ohioans with Disabilities Council.

## **New Law Improves Interactions Between Law Enforcement Officers and People with Communication Disabilities**



On May 2, 2018, Governor John Kasich signed House Bill 115 into law. The intent of this legislation is to improve interactions between law enforcement officers and individuals who have difficulty communicating. Individuals with a diagnosed communication disability can voluntarily enroll in the database which connects to the Law Enforcement Agencies Data System (LEADS). During traffic stops, officers will be alerted that the driver or a passenger in the vehicle has difficulty with communication, helping to avoid situations that could potentially become harmful to either the individual or the officer.

The communication disability law [verification form](#) is available on OOD's website.

Individuals can take the form to their licensed medical practitioner, who can validate that the individual has a communication disability. This information will be protected by the state firewall and is not public, and individuals may opt out of the database at any time. OOD worked with the Ohio Department of Public Safety and the disability community to implement the process by August 1, 2018.

## **Opportunities for Ohioans with Disabilities Council**

On March 1, 2018, Governor Kasich signed Senate Bill 144 into law to establish the Opportunities for Ohioans with Disabilities Council. The purpose of the Council is to provide feedback to OOD on its Bureau of Vocational Rehabilitation (BVR) and Bureau of Services for the Visually Impaired (BSVI) programs. The Council streamlines the OOD Commissioners, the Governor's Council on People with Disabilities and the Consumer Advisory Council into a single, more inclusive unit.

Council membership follows criteria established by the federal government, including that a majority of the members have a disability. Representation includes an individual who has applied for or received vocational rehabilitation services; an individual who represents community rehabilitation program service providers; and an individual who represents an organization that advocates on behalf of individuals with physical, cognitive, sensory or mental disabilities. All 15 members are appointed by the Governor.



# About Opportunities for Ohioans with Disabilities

Opportunities for Ohioans with Disabilities (OOD) is the state agency that partners with Ohioans with disabilities to achieve quality employment, independence and Social Security disability determination outcomes. This is accomplished through its Bureau of Vocational Rehabilitation (BVR), Bureau of Services for the Visually Impaired (BSVI) and Division of Disability Determination (DDD). A fourth area is the Division of Employer and Innovation Services (EIS), which is responsible for establishing and maintaining partnerships with employers and performance management activities.

OOD works with partners in business, education and non-profit organizations to facilitate individualized employment plans for Ohioans with disabilities; helps Ohio companies recruit and retain employees with disabilities; and is the sole agency in Ohio that administers the determination of benefits for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs in Ohio.

- **Bureau of Vocational Rehabilitation**  
The Bureau of Vocational Rehabilitation (BVR) provides vocational rehabilitation services to eligible individuals with disabilities to assist them with obtaining and maintaining competitive integrated employment. BVR works with adults seeking to enter the workforce or retain a job and with youth beginning at age 14 to assist them as they transition from high school into college and/or the workplace.

- **Division of Disability Determination**  
The Division of Disability Determination (DDD), in agreement with the Social Security Administration (SSA), determines medical eligibility for Ohioans who apply for Social Security disability benefits (Social Security Disability Insurance and Supplemental Security Income). It is federally regulated and receives 100% of its funding from SSA. Under SSA, disability is based on an individual's inability to work.

- **Bureau of Services for the Visually Impaired**  
The Bureau of Services for the Visually Impaired (BSVI) provides services to improve the employment and independent living outcomes for individuals with visual impairments beginning at age 14. BSVI also leads OOD's efforts on the Workforce Integration Task Force and partners with Ohio's Community Centers for the Deaf and Centers for Independent Living.

- **Division of Employer & Innovation Services**  
The Division of Employer & Innovation Services (EIS) works to raise awareness of OOD's mission with employer partners, to promote a talent pool of job-ready candidates, and to support businesses in the hiring and retention of individuals with disabilities. EIS is also instrumental in the development and implementation of the agency's strategic plan, performance management, and coordination of Lean Six-Sigma process improvement initiatives.

# Bureau of Vocational Rehabilitation

## Program Highlights 2017

- Assisted 5,987 individuals to obtain competitive integrated employment, including:
  - 538 individuals served through the Employment First Partnership with the Ohio Department of Developmental Disabilities
  - 354 students with disabilities served through the Ohio Transition Support Partnership with the Ohio Department of Education
- Provided vocational rehabilitation services to 29,142 individuals seeking to find or retain meaningful work
- Decreased cost per individual served to \$2,697, a reduction of \$224 compared to FFY16
- Reduced the time from application to successful closure to 17.6 months, a reduction of 1.2 months from FFY16
- Decreased cost per employment outcome to \$7,442, a reduction of \$48 compared to FFY16

## Progress Since 2012

- Released more than 17,600 individuals from the waiting list; eliminated all waiting lists for services for the first time since 1991
- Increased the number of competitive integrated employment outcomes by 70.6%; from 3,510 in FFY12 to 5,987 in FFY17
- Increased the number of individuals who received vocational services by 31.4%; from 22,174 in FFY12 to 29,142 in FFY17
- Decreased the cost per individual served by 24.1%; from \$3,555 in FFY12 to \$2,697 in FFY17
- Reduced the time period from application to successful closure by 38.2%; from 28.5 months in FFY12 to 17.6 months in FFY17
- Decreased the cost per employment outcome by 27%; from \$10,190 in FFY12 to \$7,442 in FFY17
- Partnered with Ohio Bureau of Motor Vehicles and Office of Criminal Justice to implement Ohio's authority to train and test individuals who obtain a federal hearing exemption waiver for a CDL licensure for the first time since 1970.

## Pre-Employment Transition Services Made Available to Students with Disabilities

In October 2017, OOD expanded the availability of services to students with disabilities through pre-employment transition services. OOD contracts with local community partners, including county boards of developmental disabilities, independent living centers, community centers for the deaf and sight centers, to provide these services to students with disabilities who need them.



These services, which include job exploration counseling, work-based learning, counseling on opportunities for enrollment in post-secondary education, workplace readiness training and instruction in self-advocacy, are coordinated with schools and intended to help students with disabilities get an early start in identifying career interests. They are a great way to supplement the early stages of transition planning, but can be provided at any point in the planning process.

Pre-employment transition services are available to students with disabilities (ages 14 through not yet 22) who are participating in secondary or post-secondary education programs, even if the student has not yet applied for vocational rehabilitation services. Information about available services and how to access them can be found on OOD's website at [Pre-Employment Transition Services](#).

## Employment First Partnership



*OOD Director Kevin Miller, Ohio Department of Job and Family Services Director Cynthia Dungey and Governor's Office of Workforce Transformation Director Ryan Burgess congratulate several graduates of the job readiness training program at Nationwide Hotel and Conference Center.*

The Employment First Partnership between OOD and the Ohio Department of Developmental Disabilities has been expanding community employment services for adults with developmental disabilities since its inception in October 2013. Thirty Employment First counselors and five regional work incentives consultants work with local

county boards of developmental disabilities to support individuals who are interested in moving from facility-based settings to competitive integrated employment.

Since the launch of this partnership, 5,759 individuals with developmental disabilities have applied for vocational rehabilitation services and 4,298 Individualized Plans for Employment have been written. As a result, 1,587 individuals have obtained competitive integrated employment.

Access to vocational rehabilitation services for individuals with developmental disabilities has greatly expanded through this partnership.

OOD and the Department of Developmental Disabilities have implemented a data sharing process to track mutually-eligible individuals. This data shows that, agency-wide, OOD is serving more people who are DD-eligible than ever before. In fact, from FFY13 to FFY16, the number of individuals with developmental disabilities who have applied for OOD services has increased by more than 75%, and those who have been closed with an outcome of competitive integrated employment increased by more than 184%.

## Ohio Transition Support Partnership

The Ohio Transition Support Partnership, which began in October 2015, is a statewide collaboration between OOD and the Ohio Department of Education. This partnership focuses on improving post-high school outcomes for students with disabilities by connecting them with OOD counseling staff beginning at age 14. This early engagement helps students with disabilities get a head start on becoming job ready so they have the necessary skills to enter the workforce or post-secondary education upon graduation.

The partnership dedicates 30 OOD counselors and 21 caseload assistants who partner with local education agencies statewide and serve more than 4,000 students with disabilities annually. As of June 30, 2018, a total of 5,003 students served by the partnership have applied for OOD services, 3,884 have received services, 830 have been

placed in jobs, and 742 students have had their cases closed successfully in competitive integrated employment.

With this increased investment in transition, OOD is serving more students with disabilities than ever before. The number of students with disabilities between the ages of 14 and 18 who applied for OOD services increased more than 24% from FFY15 to FFY17. In addition, OOD is connecting with more youth at a younger age. The number of youth ages 14 to 15 at the time of application increased nearly 76% from FFY15 to FFY17.



*OOD Director Kevin Miller presents a Challenge Award to Janet Keeler, Chris Carpenter and Jared Daly from the Cuyahoga County Board of Developmental Disabilities.*

## **OOD Awards Challenge Dollars to Vocational Rehabilitation Partners to Improve Services**

This year, OOD invested more than \$280,000 for partners to develop new programs and improve vocational rehabilitation services for individuals with disabilities. These one-time funds were available because of cost efficiencies achieved by the program through the support of service providers and partners.

Funds were awarded through a competitive process that challenged partners to develop innovative strategies to improve services for individuals with disabilities. The driving themes of those selected included a focus on connecting students with disabilities to higher

wage and in-demand occupations, partnering with technology and trades industries, and expanding services to rural areas.

OOD also awarded funding for more than 550 provider staff to obtain the nationally-recognized Certified Employment Support Professional certification from the Association of People Supporting Employment First and 160 staff to obtain Work Incentives Practitioner training from Cornell University.



# Bureau of Services for the Visually Impaired

## Program Highlights 2017

### Bureau of Services for the Visually Impaired (BSVI)

- Installed first-ever BlindSquare wayfinding technology on a college campus in partnership with Columbus State Community College
- Assisted 474 individuals to obtain competitive integrated employment
- Achieved a rehabilitation rate of 58%, which exceeds the national standard of 55.8%
- Collaborated with the Community Centers for the Deaf to develop a standard presentation for employers on communication in the workplace

### Independent Living Older Blind

- Assisted 1,159 individuals to meet their plan goal
- Decreased the cost per successful outcome to \$959, down 10% from FFY16

### Business Enterprise Program

- Increased vendors' earnings by 2.5%
- Installed cashless payment systems to increase revenues and enhance the customer's experience

## Progress Since 2012

### Bureau of Services for the Visually Impaired

- Removed the Ohio Driver's License requirement to apply for state jobs, which screened out applicants with visual impairments.

### Independent Living Older Blind

- Reduced the time period from application to eligibility by 95.3%
- Increased the number of Independent Living Plans written by 28.1%.
- Reduced the time period from application to successful closure from 7.6 months to 4.9 months

### Business Enterprise Program

- Invested more than \$2 million in modernization efforts including branding, facility improvements, and updated equipment
- Partnered with the Ohio Business Gateway to allow operators to file their monthly operating reports electronically

## OOD Installs First-ever BlindSquare Technology on a College Campus

OOD, in partnership with Columbus State Community College, installed the first-ever BlindSquare wayfinding technology on a college campus. This smartphone technology assists students with visual and other impairments to independently navigate the campus both indoors and outside. BlindSquare uses a combination of GPS data and Bluetooth beacons to provide environmental information that is not typically available to an individual



*Governor John Kasich (far right) observes Columbus State student Patrick Simmons as he demonstrates how a smart phone app helps him navigate the campus.*



with limited to no vision. An individual with a visual impairment can hear verbal cues to learn locations of classroom buildings, distances and directional cues while walking. The result is an increased ability to travel independently, locate transit stops, navigate unmarked street crossings, and safely make their way through unknown environments.

## Independent Living Older Blind

The Independent Living Older Blind program is open to Ohioans ages 55 or older whose severe visual impairment makes competitive employment extremely difficult to obtain. The program helps eligible Ohioans adjust to their low vision or blindness by increasing their ability to care for their personal needs, such as safety around the house or locating community supports like transportation. Common services include training in activities of daily living (e.g., cooking and housework) and orientation and mobility (e.g., using a white cane). Additional



services can include providing equipment (e.g., low vision kitchen aids, tactile labeling, magnification, lighting, talking clocks and large-button telephones) to help participants continue their independence.

To expedite access to services, OOD staff now directly provide this skills training to participants, resulting in a reduction in the length of time a participant requires services by 1.5 months.

The Independent Living Older Blind program also developed a new tool for outreach. The new piece of literature outlines who is eligible for services and has been distributed to partners throughout the state.

## Business Enterprise Program

The Business Enterprise Program provides entrepreneurship opportunities to individuals who are blind or visually impaired. The

program creates employment opportunities by administering the priority established by the federal Randolph-Sheppard Act to provide vending and food service offerings in federal and state venues. Eighty-seven operators' businesses generated more than \$16 million in sales and employed more than 179 people in FFY17. These self-employed individuals, who are blind or visually impaired, operated more than 92 facilities and more than 1,000 sites throughout the state comprised of federal, state and county properties.

The Business Enterprise Program continues to collaborate with the Ohio Business Gateway to assist operators in reporting and processing payments electronically, thus redistributing internal resources. These operators have also been instrumental in assisting the Gateway and other state partners in their statewide efforts to modernize the system, while assuring compliance with accessibility.

In FFY17, the Business Enterprise Program continued to increase branding by adding new signage to the Ohio Department of Transportation's rest areas, state buildings, and colleges and universities. These branding efforts include wrapping of machines and new signage that promotes the program, plus [OODWorks.com](http://OODWorks.com) information to increase referrals for OOD services. This year, 17 individual sites were branded, and there are plans to expand branding efforts to 40 additional sites by the end of FFY18.



*Business Enterprise Program operators receive years of service certificates at their conference. Back row left to right: Joe Hall, Jim Debus, Aaron Hopkins, Mark Wood, Jim Lutz and Annette Lutz. Front row left to right: Dan Hall, Shelbi Hindel, Paul Brothers and Windsor – service dog.*

In an effort to increase the total sales for operators, OOD has modernized many sites and facilities over the last few years. As the need for cashless payment options continues to increase, 680 card readers have been installed on vending machines throughout the state. In the last year, these modernization efforts have contributed to a 2.5% increase in vendor earnings.

## **Workforce Integration Task Force Recommendations**

In 2014, Governor Kasich convened a task force comprised of a cross section of Ohioans who have a vested interest in advancing the independence of individuals with hearing and visual impairments through employment opportunities. Multiple strategies have been implemented from the recommendations made by the task force.

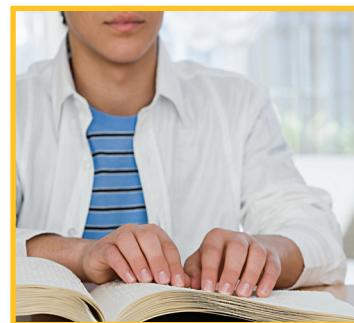
**Commercial Driver's License-** OOD partnered with the Ohio Bureau of Motor Vehicles and the Office of Criminal Justice to implement a provision in federal law that allows individuals who are deaf or have hearing loss the opportunity to obtain a Commercial Driver's License. To date, 13 individuals have completed this process with an average earnings of \$16.28 per hour.



*Sam Fernell is an OOD participant who is deaf. He received his commercial driver's license and is earning \$50,000 a year.*

**Removal of Barrier to State Employment-** OOD worked with the Ohio Department of Administrative Services to change the state application questions to no longer require a driver's license to apply for all state jobs. The site specifies those requirements based on each individual job, but specifically to those not requiring driving as a qualification.

**Braille Literacy-** In June 2017, OOD and the Ohio Department of Higher Education's Aspire program partnered with the Cleveland Sight Center and Cuyahoga Community College to implement instruction in basic Braille literacy. OOD awarded a \$30,000 grant to the National Federation of the Blind of Ohio to provide instruction in Braille to individuals with vision loss to promote literacy and independence.



## **Partnering with Community Centers for the Deaf and Centers for Independent Living to Provide Services**

OOD announced several opportunities to make one-time funds available to vocational rehabilitation partners and potential providers to expand and improve the provision of vocational rehabilitation services to individuals with disabilities. Three entities were awarded funds: Services for Independent Living in Cleveland; Hearing, Speech and Deaf Center of Greater Cincinnati; and Deaf Community Resource Center in Dayton. Each received support to obtain Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation. This accreditation allows these entities to provide the full scope of vocational rehabilitation services. Three additional Community Centers for the Deaf (CCDs) became accredited without assistance from OOD in 2017. The addition of these CCDs as providers brings more experience and expertise in working with individuals with hearing loss.

# Division of Employer and Innovation Services

## Program Highlights 2017

- Implemented a partnership with The Ohio State University, one of Ohio's largest employers, to embed a VR caseload assistant to facilitate employment at the university and Wexner Medical Center for OOD job seekers
- Produced a series of five short videos as a resource to educate Ohio employers about hiring people with disabilities
- Implemented an initiative to increase access to state government jobs for job seekers with disabilities
- Celebrated In-Demand Jobs Week throughout Ohio with six events for more than 300 OOD job seekers
- Supported hundreds of OOD job seekers to connect with Ohio employers through highly successful job fair events throughout the state
- Trained 40 staff from OOD, other state agencies, and employer partners to become Windmills facilitators, an employer-focused disability awareness curriculum

## Progress Since 2012

- Created the Division of Employer and Innovation Services, which includes five regional business relations specialists, to connect OOD with the business community with the goal of increasing hiring and retention of OOD job seekers with disabilities
- Increased membership in the Ohio Business Leadership Network from only 11 members in 2011 to more than 160 employer partners today
- Created Opportunity Awards, a recognition program which distinguishes employers who hire people with disabilities
- Provided technical assistance to several other state vocational rehabilitation programs who sought guidance on how to replicate Ohio's business relations model
- Developed an employer toolkit with the Ohio Department of Job and Family Services to serve as a reference guide for employers who hire workers with disabilities

## Disability Hiring in State Government

To increase access to jobs in state government for Ohioans with disabilities, OOD has collaborated with more than 40 state agencies. In February, OOD facilitated four disability awareness and accessibility training sessions for state agency human resources administrators to enhance disability inclusion in the workplace. To connect job seekers with available state jobs, OOD runs matches through its case management system to identify candidates, and OOD staff help job seekers apply for and interview for positions.



## Celebrated In-Demand Jobs

To commemorate Ohio's inaugural In-Demand Jobs Week, OOD hosted six events throughout the state to inform students and job seekers with disabilities about jobs, skills and industries in high demand among Ohio employers. The events included a job fair for OOD job seekers at Wright State University and employer panels focusing on jobs in manufacturing and health care.



*John White, Regional Learning Center Manager, Workforce Initiatives for CVS Health presents information about opportunities at CVS to job seekers during In-Demand Jobs Week.*

In addition, OOD job seekers in Columbus toured the DHL Supply Chain distribution facility, and Northeast Ohio job seekers toured the CVS Health Regional Learning Centers in Twinsburg and Polaris Career Center.

## Hiring Events Create Opportunities for Job Seekers

In observance of National Disability Employment Awareness Month, OOD hosted four regional job fair events in Columbus, Cincinnati, Cleveland and Toledo that connected more than 700 job seekers to more than 170 employers.

In March, OOD staff in Youngstown hosted a successful hiring event with seven employers: Alorica,



American Maintenance Services Inc., Big Lots, CVS Health, Giant Eagle, Mercy Health, and the Nutrition Group. Twenty-seven OOD candidates participated in the event where employers conducted open interviews.

Also in March, OOD partnered with the Ohio Department of Education Region 14 Transition Council and the Adams, Brown and Highland Counties OhioMeansJobs centers, to host the second annual Five-County Transition Expo. Nearly 300 high school juniors and seniors with disabilities from Adams, Brown, Clinton, Highland and Fayette Counties received training and information on work

ethic, what to wear to an interview, and how to create an elevator speech. Students also had an opportunity to meet with more than 25 exhibitors from various industry sectors and educational institutions.

## Ohio Business Leadership Network Partnership

The Ohio Business Leadership Network is a business to business organization whose members support a diverse and inclusive workforce by recruiting, hiring and retaining employees with disabilities. OOD partners with the network to advance their mission and build employer partnerships with member businesses. OOD sources

candidates for available job openings with member businesses and provides training and resources. OOD also supports the administration of the network and participates in board meetings and multiple committees. Since 2011, OOD and the Ohio Business Leadership Network have recruited more than 160 Ohio businesses as members.



*A Raising Cane's representative met with OOD job seeker Diego at the Cincinnati job fair.*

## Building Capacity for Disability Awareness Training

OOD Business Relations staff regularly facilitate Windmills disability awareness training for Ohio employers to help break down barriers and apprehensions about hiring individuals with disabilities. Windmills helps employers better understand the culture of disability in the workplace through 12 interactive modules with participatory exercises. OOD provided facilitator training for more than 40 staff from OOD, other state agencies, and Ohio-based employer partners. This initiative resulted in a significant expansion of trained Windmills facilitators in Ohio, allowing for greater capacity to address this key barrier to employment for individuals with disabilities and support a more inclusive workforce.

## Expansion of Business Relations

OOD continues to strengthen and advance business relations efforts throughout the state to promote a culture of diversity and inclusion among Ohio employers and create more opportunities for Ohio job seekers with disabilities. In response to the increasing demand for OOD's services to employers, the business relations team grew with the addition of a fifth regional business relations specialist in May. The OOD business relations team focused on a number of key initiatives, including employer engagement and education, OOD hiring events and direct sourcing of qualified OOD job seekers for available job openings.

## Workplace Initiative of Ohio

The Workplace Initiative of Ohio is funded through a grant from the Poses Family Foundation. The primary purpose of the initiative is to assist OOD job seekers in obtaining employment with Ohio employers. OOD has exceeded its annual goals every year since inception of the initiative. In 2017,

the initiative was expanded statewide and the number of dedicated OOD talent sourcing coordinators was more than doubled from four to nine. This year, OOD partnered with The Ohio State University to embed a coordinator in the university's Office of Human Resources to connect OOD job seekers with available job openings at the university and medical center.

## Embracing Lean Strategies to Improve Outcomes

OOD has been a leader in operationalizing Lean Six Sigma in the state since 2011. OOD's first event to employ Lean strategies was held in December of 2011 to address delays OOD applicants experienced at the "front door." Fifteen transformation projects have resulted in improved process times of 95%, a reduction in process steps of 57%, elimination of 76% of the delays in agency processes, and a 76% reduction in customer backlogs. These improvements also contributed to an increase in business partnerships, elimination of the waitlist for vocational rehabilitation

services, and an increase in job outcomes for individuals served.

OOD ensures that all managers and supervisors obtain a yellow belt through OOD Lean Champions training, providing the foundation needed to understand and support the implementation of Lean Six Sigma methodology and terminology. Additionally, there are three black belts, 22 green belts and 27 camo belts secured by current employees.



*OOD Director Kevin Miller presented a Champion of Opportunity Award to Susan Basso, Senior Vice President of Talent, Culture and Human Resources at The Ohio State University.*

# Division of Disability Determination

## Program Highlights 2017

- Processed 181,288 disability claims for Social Security Disability Insurance and Supplemental Security Income
- Second lowest cost per case (\$410) in the seven-state Chicago region
- Reduced processing time from 75.4 days in FFY16 to 72.1 days
- Exceeded the federal standard for overall case decision accuracy by 1.4% with 98.4% accuracy
- Ohio was the first state in the nation to test and complete a disability case utilizing the new Disability Case Processing System
- Division of Disability Determination is 100% federally funded

## Progress Since 2012

- Reduced average processing time by 34% from 96.5 to 72.1 days
- Improved decision accuracy from 97.9% to 98.4%
- Increased productivity per work year from 320.4 to 355
- Saved taxpayers \$289 million through disability fraud prevention since FFY11
- Lean Six Sigma black belts secured by three staff and trained entire management staff on Lean principles
- Implemented process improvements that achieved efficiencies in collecting and processing medical consultant pay information
- Streamlined an electronic process for fiscal and vendor information

## Recognized for Contributions to Disability Program

- OOD's Division of Disability Determination (DDD) continues to lead the nation in the number of cases processed in the new Social Security Administration (SSA) Disability Claims Processing System.
- As of September 2018, DDD staff completed more than 6,000 disability cases in the system.
- DDD's Fred Schindler, who led the rollout in Ohio, was one of only nine individuals in the nation selected to serve with a cadre of disability personnel to shape the future of SSA's information technology modernization, a critical component to the success of the disability program.
- Disability Claims Adjudicator Mary Walcutt led a demonstration of the system for the Office of the Inspector General, National Association of Disability Examiners, and others. Several DDD staff have been actively involved in discussions with SSA about business intelligence needs for the system using Micro Strategy.
- A former adjudicator, Amber Morgan, who has left to pursue a career in the Air Force, was awarded the SSA Commissioner's Citation. She was recognized for her hard work, leadership, professionalism and pride in serving the citizens of Ohio.
- J. Scott Maietta, supervisor, was presented with an SSA Deputy Commissioner's Citation for his leadership in the medical administration department.
- Michelle Rinehart, Patrick Wander and Kris Myers were recipients of SSA's Regional Commissioner Citations.
- Several staff pictured on the next page, were awarded SSA's Regional Commissioner Team Citation for their work on the Disability Claims Processing System rollout.
- DDD black belt Tom Melfo facilitated several training sessions on Lean Six Sigma principles and strategies for staff.
- Fred Schindler and Derek Willer secured their Lean Six Sigma black belts during this past year and conducted projects to improve delivery of services to customers.



*DDD staff recognized for their work on the Disability Case Processing System rollout are (front row, left to right) Sachiko Sandor, Lisa Engelmann, Kristin Alexander, Deb Sedwick, (back row, left to right) Derek Willer, Patrick Wander, Fred Schindler, Orlando Rodriguez, Michelle Rinehart and Scott Wade.*

## **Hosted SSA Disability Case Processing System Conference**

In June 2018, Ohio hosted an engagement session with attendees from four SSA Office of Disability Determination regions to demonstrate the new electronic Disability Case Processing System. Representatives from the Chicago, Denver, San Francisco and Seattle Regions traveled to Columbus to learn how Ohio tested, prepared and implemented the system in anticipation of the system rollout in their states and regions. Panelists answered questions and discussed various aspects of using the new system to process disability claims. Users shared their experiences in Ohio, including the challenges they encountered during the rollout. Attendees participated in sessions to experience a hands-on view of the new system. Ohio was the first state in the nation to complete a disability case using the new electronic system and continues to be a resource for other states.

## **Cooperative Disability Investigations Unit Savings**

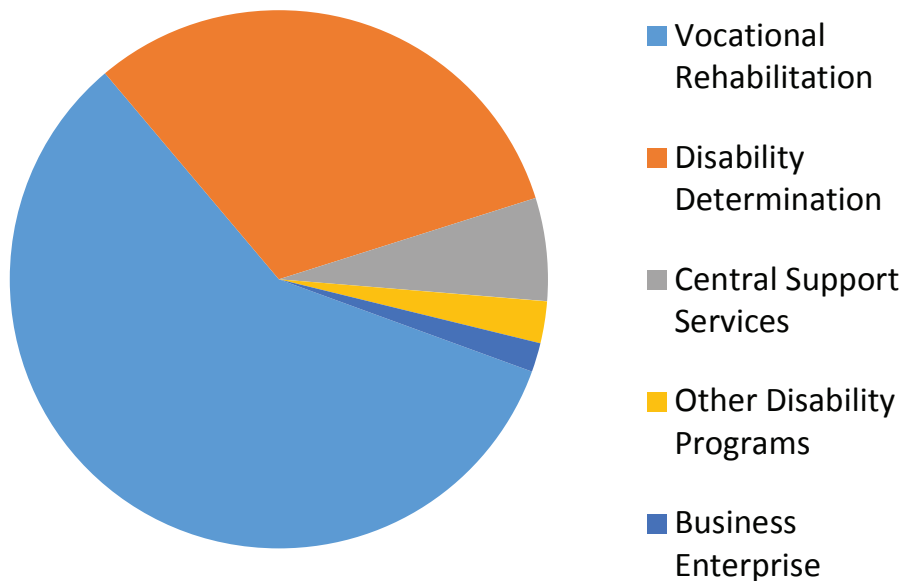
The mission of the cooperative disability investigations unit is to resolve questions of fraud in SSA's disability programs. This supports the strategic goal of ensuring the integrity of Social Security programs, with zero tolerance for fraud. This mission is accomplished through the combined skills of DDD staff, the Office of the Inspector General, SSA, and state and local law enforcement personnel combating disability fraud. The unit investigates individual disability beneficiaries and claimants, and identifies lawyers, doctors, translators or other third parties who facilitate disability fraud. The results of these investigations are presented to federal and state prosecutors for consideration of prosecution. DDD's cooperative disability investigations unit has ranked among the top five units in the nation in each of the last seven federal fiscal years.

# Financial Summary

## Federal Fiscal Year 2017 October 1, 2016 - September 30, 2017

Use of Funds	Amount	%
Vocational Rehabilitation	\$129,713,284	58.3%
Disability Determination	\$ 69,615,566	31.3%
Central Support Services	\$ 13,746,120	6.2%
Other Disability Programs	\$ 5,590,335	2.5%
Business Enterprise	\$ 3,864,254	1.7%
<b>TOTAL</b>	<b>\$222,529,559</b>	<b>100.0%</b>

Sources of Funds	Amount	%
Federal Resources	\$189,804,971	85.3%
Business Enterprise	\$ 1,126,535	0.5%
General Revenue Funds	\$ 16,250,894	7.3%
DUI License Reinstatement	\$ 2,962,161	1.3%
State and Local Partnerships	\$ 12,385,000	5.6%
<b>TOTAL</b>	<b>\$222,529,560</b>	<b>100.0%</b>





# Performance Progress Scorecard

## Vocational Rehabilitation Program

METRICS		FFY14	FFY15	FFY16	FFY17	Change FFY14 v FFY17
Financial	COST PER SERVED (Annual In Plan Only - Case Services)	\$2,800	\$2,760	\$2,921	\$2,697	-3.7%
	COST PER EMPLOYMENT OUTCOME (Life of Case Expenditures)	\$9,773	\$8,786	\$7,481	\$7,442	-23.9%
Case Processing	AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)	48	36	28	26	-46.3%
	ELIGIBILITY DECISIONS MADE	17,016	17,887	19,443	18,542	9.0%
	APPLICATIONS PENDING	1,990	1,607	1,414	1,306	-34.4%
	SERVICE PLANS WRITTEN	12,014	12,875	14,090	13,480	12.2%
	TIME TO REHABILITATION (Months from Application)	25.3	22.8	19.3	17.6	-30.4%
	ELIGIBLES and SERVED	39,214	38,820	38,876	37,574	-4.2%
Outcomes	TOTAL REHABILITATIONS	4,580	5,562	6,642	5,980	30.6%
	REHABILITATION RATE	41.2%	44.0%	47.9%	45.0%	+3.8% points
	AVERAGE WAGE	\$10.07	\$10.34	\$11.14	\$11.04	9.6%

## Disability Determination Program

METRICS		FFY14	FFY15	FFY16	FFY17	Change FFY14 v FFY17
Financial	COST PER CASE	\$411	\$412	\$390	\$410	-0.2%
	FRAUD DETECTION (Millions)	\$51	\$40	\$26	\$35	-31.4%
Human Resources	TOTAL FULL -TIME STAFF	470	497	501	447	-4.9%
	MEDICAL CONTRACTORS	80	88	91	85	6.3%
Case Processing	OVERALL GOAL	193,266	184,400	196,908	179,280	-7.2%
	OVERALL RECEIPT	191,720	191,463	200,018	168,353	-12.2%
	OVERALL CLEARANCE	183,967	191,607	201,783	181,288	-1.5%
	CONTINUING DISABILITY REVIEWS	25,472	31,588	43,349	37,732	48.1%
	AGENCY PENDING	45,940	45,845	44,260	31,541	-31.3%
	PRODUCTIVITY PER WORK YEAR	348.7	348.9	366.5	355	1.8%
	AVERAGE PROCESSING TIME (Days)	82	86	75	72.1	-12.4%
Outcomes	OVERALL NET DECISIONAL ACCURACY	99.1%	100.0%	96.5%	98.4%	-0.7% points
	ALLOWANCE RATE	34.4%	33.7%	34.1%	35.4%	+1.0% points



## Opportunities for Ohioans with Disabilities

**John R. Kasich**, Governor

**Kevin L. Miller**, Executive Director

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*The Vocational Rehabilitation (VR) program receives 78.7% of its funding through a grant from the U.S. Department of Education (DOE). For Federal Fiscal Year (FFY) 2018, the total amount of grant funds awarded were \$100,336,097. The remaining 21.3% of the costs \$27,155,767, were funded by the state under the VR program.*

*The services described are funded, in part, with federal funds awarded by the U.S. DOE under the VR, Supported Employment Services, and the Independent Living Services for Older Individuals Who are Blind (OIB) programs.*

*For purposes of the OIB program, Federal funds paid 90% of the total costs incurred under the program. In FFY 2018, the agency received \$1,174,400 in federal grant funds for this program. Funds appropriated by the state paid 10% \$130,489 of the total costs incurred under the OIB program.*

*For purposes of the Supported Employment program (Youth with a Disability Program), Federal funds paid 100% of the total costs. In FFY 2018, the VR agency received \$303,725 in federal Supported Employment funds (Youth with a Disability Program).*

*For purposes of the Supported Employment program, federal funds paid 95% of the total costs. In FFY 2018, the VR agency received \$303,725 in Federal Supported Employment funds. State appropriated funds paid 5% \$33,747 of the total costs under the Supported Employment program.*

*The services described are funded, in part, with federal funds awarded by Health and Human Services (HHS) under the independent living (IL) program. For purposes of the federal IL program the federal grant paid 90% of the total costs of the program. In FFY 2018, OOD received \$632,411 in federal IL funds. Funds appropriated by the state paid 10% of the total costs \$70,268 under the IL program.*

*The Pre-Employment Transition Services provided under the VR program, described, are funded 100% through a grant from the U.S. DOE. For FFY 2018, the total amount of grant funds used for these services is \$15,050,415.*