

COMMUNITY REHABILITATION PROGRAM (CRP) QUALITY

STATEMENT OF WORK

DATE: 12/17/2013

PREPARED BY: JANET COOL

FOR: SUSAN PUGH, RAIVO MURNIEKS AND THERESE DYER

Statement of Work

1. EXECUTIVE SUMMARY

The CRP Quality initiative is comprised of many data driven elements that are intended to increase informed choice for consumers selecting providers; provide Opportunities for Ohioans with Disabilities (OOD) the ability to compare success rates of employment outcomes for providers; increase compliance with RSA Standards and Indicators through the monitoring and evaluation of provider outcomes; and comply with Ohio Administrative Code (OAC) related to Community Rehabilitation Program (CRP) accreditation standards found in OAC 3304-1-12.

2. BUSINESS NEED

The Rehabilitation Services Administration (RSA) Fiscal Year 2013 Monitoring Report establishes the need for improvement in the quantity and quality of OOD's employment outcomes and efficiency of purchased services (i.e. average hourly wage, average hours worked, individuals working 35 or more hours per week, earnings at or above Substantial Gainful Activity [SGA], and achieved employment with employer-provided medical insurance).

Additionally, OOD wishes to develop a system that stores information related to CRP services including, but not limited to, contact and geographic information; tax ID; accreditation; service specialty area(s), communications between OOD and providers; results of desk audits and onsite monitoring visits; fiscal monitoring results; complaints; and quality employment outcomes (criteria to be determined as part of this project).

Through the development of such database system, OOD will determine CRP Quality Scorecard information to summarize the above data. The CRP Scorecard will be available to VR consumers to provide a robust method to provide informed choice about the selection of vocational rehabilitation services. Vocational Rehabilitation Counselors may also utilize this scorecard tool in efforts to provide appropriate recommendations about service providers to each consumer based on his/her individual needs.

3. PRODUCT SCOPE DESCRIPTION

An electronic system will be developed to store CRP data to house information identified for the CRP scorecard. A written report will be submitted to the sponsors summarizing the work accomplished on this initiative (provider fact sheet, CRP web-based system, CRP scorecard, CRP Quality chapter in the provider user manual, CRP monitoring policy and procedure, and Communications Plan for training/roll out) and will include recommendations for implementation and follow up.

4. STRATEGIC PLAN

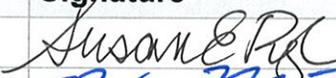
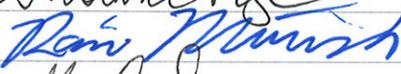
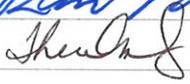
This initiative is directly aligned with each of the three goals in OOD's Federal Fiscal Year 2014-15 Strategic Plan. Specifically these goals, along with pertinent objectives to this project include the following:

Statement of Work

- Goal #1: To increase integrated employment and independent living outcomes for Ohio citizens with disabilities
 - Objective 1a: Increase the number and percentage of individuals with integrated employment outcomes
- Goal #2: To expand our statewide network of businesses, providers, and partnerships to effectively deliver services
 - Objective 2a: Increase service delivery capacity through statewide partnerships and provider networks
- Goal #3: To ensure excellence and accountability of OOD's programs, services, and partnerships
 - Objective 3a: Maximize the use and accountability of available funds
 - Objective 3c: Improve service delivery quality through innovation and modernization

5. APPROVALS

The signatures below indicate an understanding of the purpose and the content of this document and that approval of the proposed project outlined in this Statement of Work, and that next steps may be taken to create a formal project charter in accordance with the details outlined herein.

Approver Name	Title	Signature	Date
Susan Pugh	BVR Deputy Director		12/20/13
Raivo Murnieks	DPI Deputy Director		12/20/13
Therese Dyer	Chief Financial Officer		12/20/13