



## Disability Determination Program

METRICS			FFY 2016	FFY 2017	FFY 2018	FFY 2019	FFY 2020	Change FFY 16 v FFY 20
Financial	COST PER CASE	REGIONAL AVERAGE COST PER CASE	\$496.27	\$505.24	\$521.58	\$530.00	<b>\$568</b>	<b>4.8%</b>
		OOD COST PER CASE	\$395.76	\$416.17	\$439.04	\$437.00	<b>\$503</b>	<b>10.4%</b>
		OOD COST EFFICIENCY	20.3%	17.6%	15.8%	17.7%	11.4%	<b>- 2.6% points</b>
Claim Processing	DISABILITY DETERMINATIONS MADE		201,783	181,288	165,378	160,346	<b>94,173</b>	<b>-20.5%</b>
	AVERAGE PROCESSING TIME (Days)		75	72.1	72	79	<b>87</b>	<b>4.8%</b>
Outcomes	OVERALL DECISIONAL ACCURACY		96.5%	98.4%	99.3%	100.0%	<b>95.9%</b>	<b>- 0.6% points</b>
	ALLOWANCE RATE		34.1%	35.4%	36.2%	39.7%	<b>41.3%</b>	<b>+ 7.2% points</b>

*Percentage Change comparison is only to FFY 2019 because YTD FFY 2020 performance progress is a cumulative statistic/partially represented.*



## Vocational Rehabilitation Program

METRICS		FFY 2016	FFY 2017	FFY 2018	FFY 2019	FFY 2020	Change FFY 16 v FFY 20
Financial	COST PER SERVED (Annual In Plan Only - Case Services)	\$2,921	\$2,697	\$2,536	\$2,475	<b>\$2,091</b>	<b>-15.3%</b>
Case Processing	AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)	28	26.0	24.1	23.4	<b>23.2</b>	<b>-17.1%</b>
	ELIGIBILITY DECISIONS MADE	19,443	18,542	17,870	18,396	<b>13,147</b>	<b>-5.4%</b>
	SERVICE PLANS WRITTEN	14,090	13,480	13,164	13,934	<b>10,540</b>	<b>-1.1%</b>
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Total (Months from Application)	19.3	17.6	17.2	17.0	<b>16.9</b>	<b>-12.4%</b>
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Under Age 25* (Months from Application)			23.3	23.9	<b>24.0</b>	
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Age 25 and Over* (Months from Application)			14.0	13.3	<b>13.1</b>	
	ELIGIBLES and SERVED	38,876	37,574	35,964	36,900	<b>32,499</b>	<b>-5.1%</b>
Outcomes	TOTAL CLOSURES W/ EMPLOYMENT OUTCOME	6,642	5,980	5,755	5,735	<b>3,855</b>	<b>-13.7%</b>
	AVERAGE WAGE	\$11.14	\$11.04	\$11.46	\$11.83	<b>\$12.41</b>	<b>11.4%</b>

\*Time to Closure w/ Employment Outcome measurements by age group started in FFY 2018

Percentage Change comparison is only to FFY 2019 because YTD FFY 2020 performance progress is a cumulative statistic/partially represented.