



Disability Determination Program

METRICS			FFY 2017	FFY 2018	FFY 2019	FFY 2020	FFY 2021	Change FFY 17 v FFY 21
Financial	COST PER CASE	REGIONAL AVERAGE COST PER CASE	\$505.24	\$521.58	\$530.00	\$616.00	\$625	21.9%
		OOD COST PER CASE	\$416.17	\$439.04	\$437.00	\$501.00	\$552	20.4%
		OOD COST EFFICIENCY	17.6%	15.8%	17.7%	18.7%	11.8%	+ 1.1% points
Claim Processing	DISABILITY DETERMINATIONS MADE		181,288	165,378	160,346	129,636	80,273	-28.5%
	AVERAGE PROCESSING TIME (Days)		72.1	72	79	95	112	31.8%
Outcomes	OVERALL DECISIONAL ACCURACY		98.4%	99.3%	100.0%	95.9%	93.6%	- 4.8% points
	ALLOWANCE RATE		35.4%	36.2%	39.7%	41.8%	35.5%	+ 0.1% points

Percentage Change comparison is only to FFY 2020 because YTD FFY 2021 performance progress is a cumulative statistic/partially represented.



Vocational Rehabilitation Program

METRICS		FFY 2017	FFY 2018	FFY 2019	FFY 2020	FFY 2021	Change FFY 17 v FFY 21
Financial	COST PER SERVED (Annual In Plan Only - Case Services)	\$2,697	\$2,536	\$2,475	\$2,682	\$2,160	-0.6%
Case Processing	AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)	26.0	24.1	23.4	23.3	22.7	-12.7%
	ELIGIBILITY DECISIONS MADE	18,542	17,870	18,396	15,941	8,337	-14.0%
	SERVICE PLANS WRITTEN	13,480	13,164	13,934	12,873	6,318	-4.5%
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Total (Months from Application)	17.6	17.2	17.0	17.1	17.1	-2.8%
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Under Age 25* (Months from Application)		23.3	23.9	24.2	24.2	
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Age 25 and Over* (Months from Application)		14.0	13.3	13.2	13.2	
	ELIGIBLES and SERVED	37,574	35,964	36,900	35,308	28,599	-6.0%
Outcomes	TOTAL CLOSURES W/ EMPLOYMENT OUTCOME	5,980	5,755	5,735	4,959	3,210	-17.1%
	AVERAGE WAGE	\$11.04	\$11.46	\$11.83	\$12.46	\$12.66	14.7%

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

Percentage Change comparison is only to FFY 2020 because YTD FFY 2021 performance progress is a cumulative statistic/partially represented.