

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES Division of Vocational Rehabilitation Services

FFY 2020-2021 • ANNUAL REPORT

Director's Message




KATHIE TROTTER
Director, NC Vocational
Rehabilitation Services

Despite the challenges we faced serving North Carolinians with disabilities through the second year of the COVID-19 pandemic, the NC Division of Vocational Rehabilitation Services also marked important gains. DVRS investments in online tools and technology training have resulted in: significantly increased participation in virtual stakeholder engagement efforts, training and professional development events, and several programs for jobseekers with disabilities, like Individual Placement and Support and Internships. We also celebrated an increase in our clients' average hourly wage to \$11.26 for those placed in competitive integrated employment this year.

We are hopeful as we begin another year, which promises a candidate-driven job market, businesses expanding their recruitment efforts to previously underutilized talent pools, and more remote and


flexible work opportunities. As we leverage these opportunities and our resources to help current clients, we are also determined to raise awareness among North Carolinians with disabilities who have not yet discovered the valuable DVRS services that can help them achieve unrealized goals for employment and independent living.

Successful Outcomes and Return on Investment

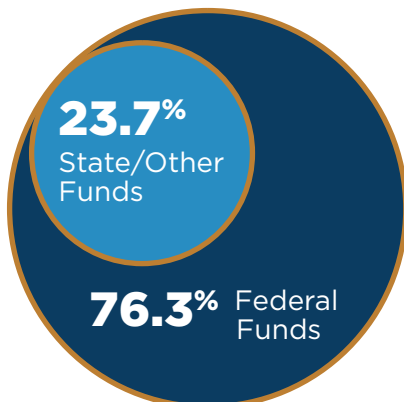
 **3,258** Individuals successfully exited the program in **competitive integrated employment**

 **\$11.26** average hourly wage

 **29** average weekly hours

 **26** average number of months from application to case closure


FFY 2020-2021 Program Cost



\$80 M
Federal funding

\$25 M
State/other funding

Return on Investment in Services

 **\$346 M**
5-year earnings of individuals exiting the VR Program in FY 2016

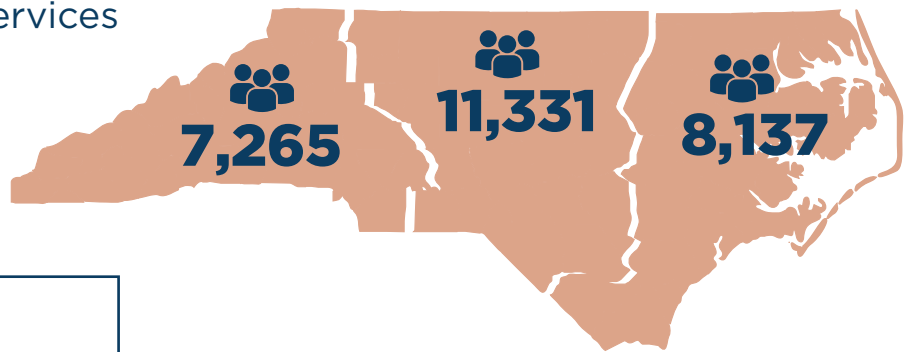
 **\$105 M**
Federal and State investment in VR services

Demographic Snapshot of Individuals Receiving Services

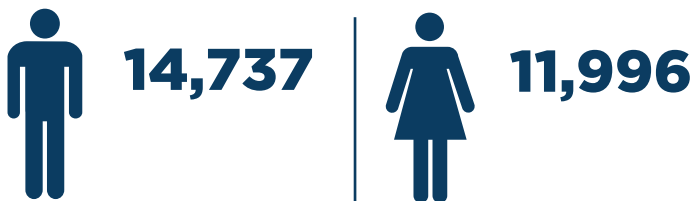
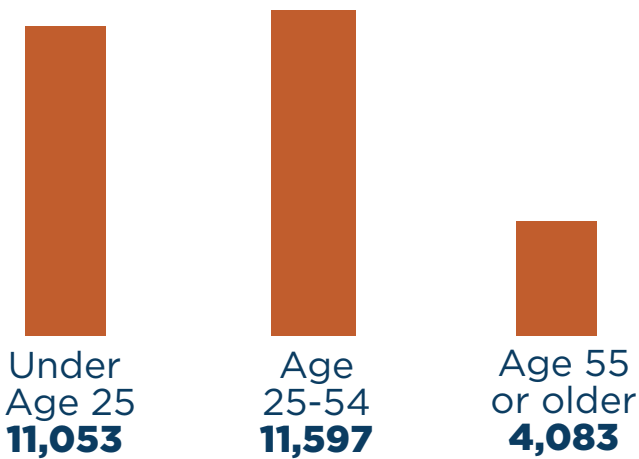


Individuals receiving VR services

VR Cases by Region

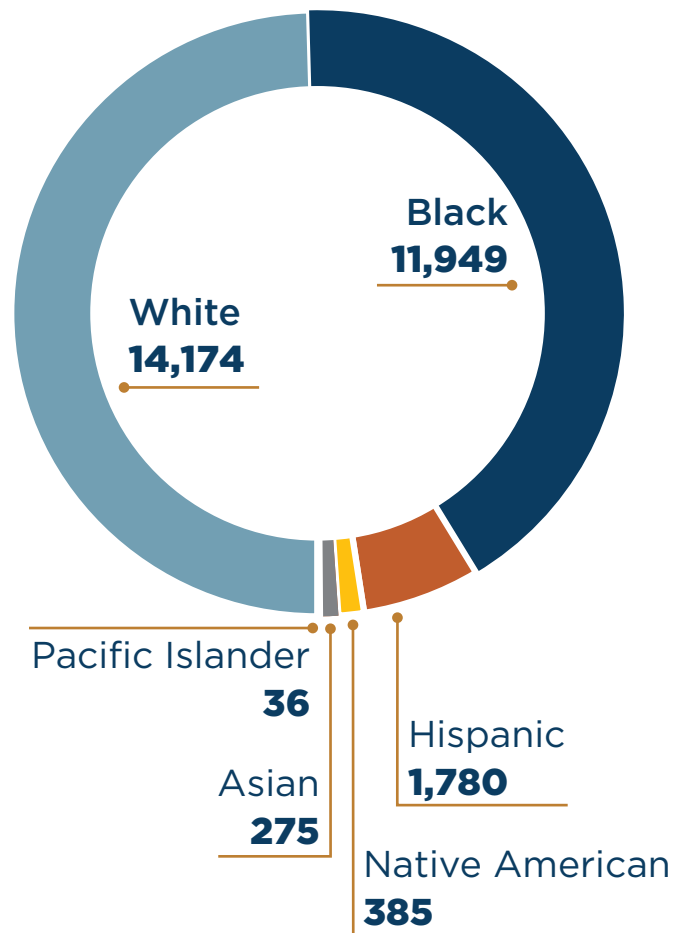


VR cases by Age and Reported Gender



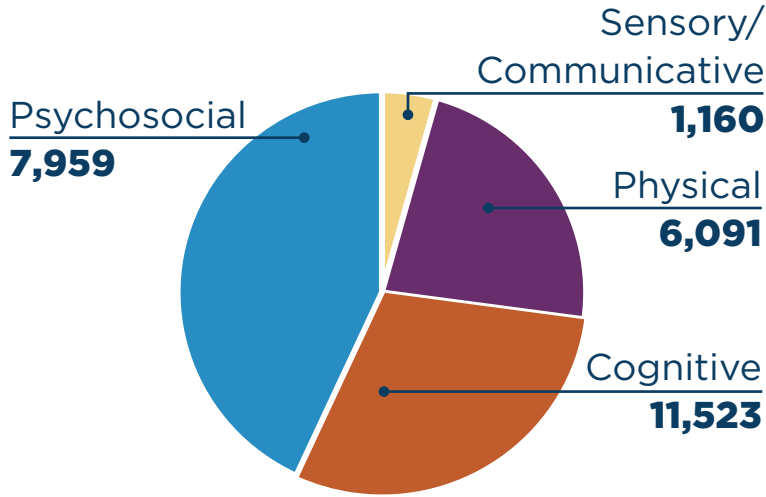
VR Cases by Race and Ethnicity

(not mutually exclusive)

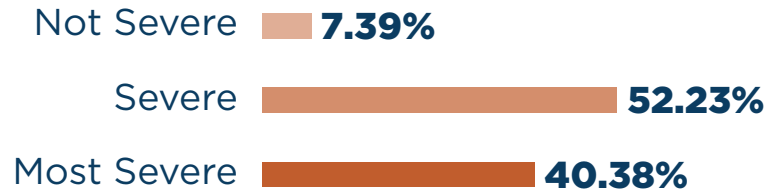


Barriers to Employment for Individuals Receiving Services

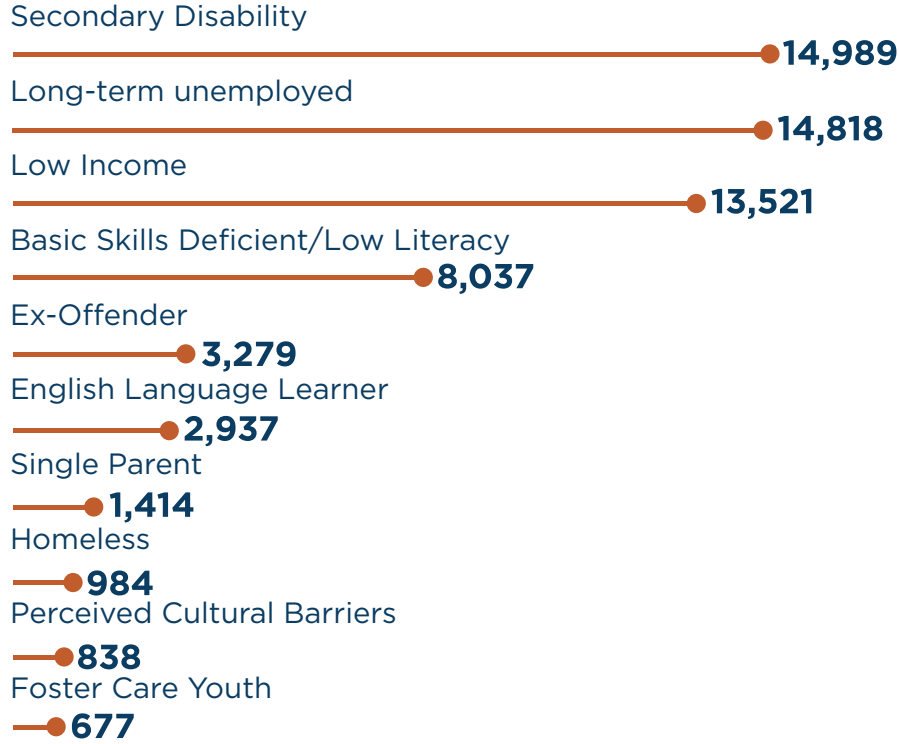
Primary Impairment



Impact of Disability



Other Reported Barriers to Employment



Community-Based Employment and Training Services



18,837 individuals
received **Career Services**



1,817 individuals
received **Supported
Employment Services**



2,378 individuals
participated in **Work
Adjustment Training**



229 individuals
participated in **paid,
community-based
VR Internships**



99 individuals
participated in **Project Search**



262 individuals
received services through
the **Individual Placement
and Support (IPS) Supported
Employment Program**



1,007 individuals
received **counseling
about the impact of earned
income on their benefit**



5,840 individuals
received **Training Services**



75 individuals
received **Brain Injury
Support Services**

Youth and Student Services



Transition Services

11,601
individuals
received services

1,215 cases were
closed successfully



**Pre-Employment
Transition Services**

2,748 students participated in
services to help them **explore career
options and prepare for the transition
from high school to adult life**

Preparing for Employment During a Pandemic



The COVID-19 pandemic created unprecedented challenges for VR agencies and the clients we serve. DVRS met the challenges by finding innovative ways to meet the needs of clients, maintain relationships with partners, create safe work environments for staff, and continue to pursue our mission. VR services are essential, and were treated that way as North Carolina responded to the pandemic.

To minimize disruptions to client service delivery, we equipped staff with laptops, mobile WiFi devices, Internet-based phone numbers, and platforms and tools that support virtual communication and collaboration. We developed new and modified policies to support ongoing engagement with clients and community partners by expanding the use of electronic signatures, remote counseling, and virtual training opportunities. The promising new policies, tools, and approaches to service delivery developed during the pandemic will not be forgotten as we transition to the “new normal.” The critical lessons learned during the pandemic will be integrated into policy and practice to better serve North Carolinians with disabilities as they pursue their goals for employment and independence.

Independent Living Services

+1,822 Total individuals served under Plan for Independent Living (IL)

 **1,340** individuals determined eligible for IL services

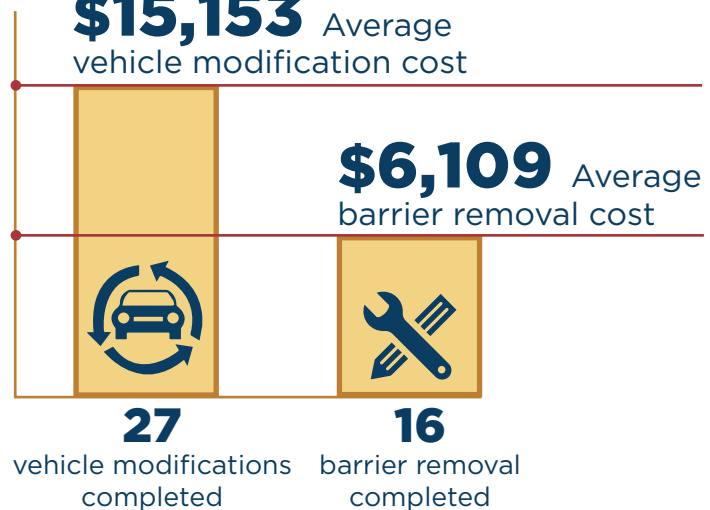
 **584** individuals achieved their IL goals

 **302** individuals received **Personal Assistance services**

Rehabilitation Engineering Services

\$15,153 Average vehicle modification cost

\$6,109 Average barrier removal cost



Assistive Technology Services

+9,447 Total individuals served through the NC Assistive Technology (AT) Program

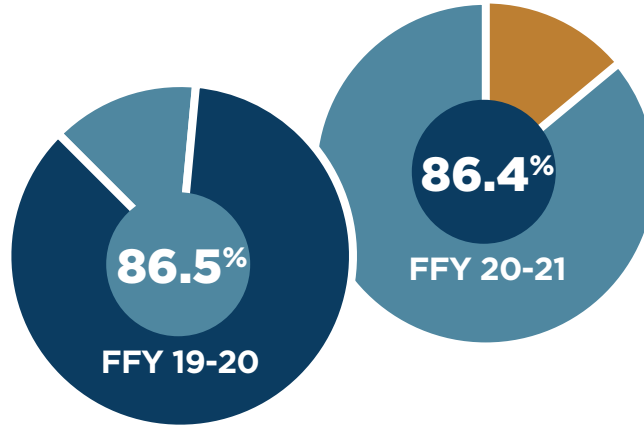
 **562** individuals received **training on AT**

 **652** individuals received **short-term device loans**

 **\$28,000** savings on purchase of AT for North Carolinians with disabilities

Consumer Satisfaction Survey

Overall Satisfaction with VR Services



Overall Satisfaction with VR Staff



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Vocational
Rehabilitation Services

www.ncdhhs.gov/dvrs

NCDHHS is an equal opportunity employer and provider. 6/22