



Florida Rehabilitation Council Meeting

May 12, 2026 | 9:00 AM
Embassy Suites by Hilton Orlando
8978 International Drive
Orlando, Florida 32819

Microsoft Teams: [FRC Quarterly Meeting Link](#)

The Florida Rehabilitation Council is committed to increasing employment, enhancing independence and improving the quality of life for Floridians with disabilities.

GENERAL BUSINESS MEETING		
9:00 AM	Roll Call & Call to Order – Welcome & Remarks - Review/Approve Minutes – 2.10.2026 - Review/Approve Business Minutes – 3.9.2026 - Review Budget Report - Review Correspondence	Derek Arnold, FRC Chair
	Director's Report	Leah Compagnone-Bolt, Interim Director
	Five-Year Performance Report	Terry Hoffman, Chief, Bureau of Compliance & Quality Assurance (BCQA) Libby Moody, BCQA Assistant Bureau Chief
12:00 PM – 1:00 PM LUNCH		
	Area 3 Presentation	Sharon Wright, Area Director

	Field Updates	Jessica Campbell, Chief, Bureau of Field Services
	Partner Reports	Florida Independent Living Council (FILC), Beth Myer Client Assistance Program (CAP), Allison Klein
	Other Business	Leah Compagnone-Bolt, Interim Director
	Public Comment	

ADJOURNMENT

Division of Vocational Rehabilitation
Florida Rehabilitation Council
Expenditure Analysis
State Fiscal Year 2025-26

		EXPENDITURES					
Description	Budget Allocation	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total	Balance
FRC Staff	\$ 158,233						
Salary		\$ 29,977	\$ 29,977	\$ 29,977	\$ -	\$ 89,931	
Benefits		\$ 14,690	\$ 14,950	\$ 15,473	\$ -	\$ 45,113	
Total FRC Staff Salary	\$ 158,233	\$ 44,667	\$ 44,927	\$ 45,450	\$ -	\$ 135,044	23,189
Contracted Services	\$ 50,000						
Travel (Staff & Members)		\$ 1,903	\$ 1,092	\$ 1,121	\$ -	\$ 4,116	
Equipment/Space Rental		\$ 810	\$ 1,859	\$ -	\$ -	\$ 2,669	
Professional Fees - Independent Contractors (CART, Interpreters)		\$ 350	\$ 2,567	\$ -	\$ -	\$ 2,917	
Education/Training and Supplies (Awards, Plaques, Printing, Misc Supplies)		\$ 214	\$ 557	\$ 310	\$ -	\$ 1,081	
Public Service Announcements (Florida Admin Weekly, Misc. Advertising)		\$ 37	\$ 55	\$ 18	\$ -	\$ 110	
Total Contracted Services	\$ 50,000	\$ 3,314	\$ 6,130	\$ 1,449	\$ -	\$ 10,893	\$ 39,107
Total		\$ 47,981	\$ 51,057	\$ 46,899	\$ -	\$145,937	\$ 62,296

Notes:

- 1. FRC does not receive a specific appropriation therefore, VR allocates a portion of it's federal budget authority (appropriation).
- 2. FRC Staff budget allocation is determined by current salary.
- 3. Balance at 6/30/26 reverts and does not carry forward.

FRC CORRESPONDENCE SUMMARY

January 28, 2026 – April 10, 2026

Total Contacts: 11

Inquiries: 11 - Provided a specific link/email and referred to the Vocational Rehabilitation (VR) Ombudsman Office and provided information about the Disability Rights Client Assistance Program.

Complaints: 0 - Referred to the VR Ombudsman Office and Disability Rights Client Assistance Program.

The following are the redacted letters of inquiries/complaints received:

Thank you for your interest in the Florida Rehabilitation Council.

Members are appointed by the governor, and the majority of members must be representatives of individuals with disabilities. Each member is unique. Some of the things they have in common are the:

Commitment to public service

Willingness to learn

Commitment to build and sustain relationships

Desire to take risks, try new things and to make mistakes

Willingness to work

Ability to follow through

Desire to listen

Ability to express a vision

Willingness to collaborate with people with different points of view, and

Ability to advocate for individuals you represent

To apply, send an email to: appointments@eog.myflorida.com

Or use the link below:

<https://www.flgov.com/eog/leadership/appointments>

FRC Response: Provided link to the Office of the Governor

Thank you for your interest in the Florida Rehabilitation Council.

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Or use the link below:

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FRC Response: Provided link to the Office of the Governor

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

You mentioned that you are requesting your psychological report or documents confirming that you have an IEP. Since this is not something the council typically handles, it would be best to reach out to your counselor or your high school's counseling office to obtain those records. I have also provided links and an email address to help you connect with the right people who can assist you.

Area Offices | Vocational Rehabilitation | Florida Department of Education

For additional help or information, please contact the following:

The Ombudsman's Office is a service available to individuals who have questions or concerns about the VR program. The Ombudsman's office will be able to assist you in answering any questions you have regarding VR services and addressing your concerns. To contact the Ombudsman's Office, please call 866-515-3692 or e-mail them at Ombudsman@vr.fldoe.org.

Also, Disability Rights Florida (DRF) is the designated protection and advocacy system for individuals with disabilities in the state of Florida. If you should need advocacy assistance, you may contact the Disability Rights Florida, Client Assistance Program at 800-342-0823 or through their website at http://www.disabilityrightsflorida.org/contact/contact_info.

Please let us know if we can provide any further information or assistance. You can contact us at FRCCustomers@vr.fldoe.org or by telephone at 850-245-3397.

FRC Response: Informed client to reach out to her counselor or high school counselor and provided the link to the area offices.

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

You mentioned that you are requesting a copy of your son's VR records. Since this is not something the council typically handles, it would be best to reach out to your son's counselor or your son's high

school's counseling office to obtain those records. I have also provided links and an email address to help you connect with the right people who can assist you.

Area Offices | Vocational Rehabilitation | Florida Department of Education

For additional help or information, please contact the following:

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FRC Response: Informed client to reach out to his son's counselor or high school counselor and provided the link to the area offices.

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

You mentioned that a website is not working. Could you please let us know which website you are referring to and what you are trying to accomplish?

Area Offices | Vocational Rehabilitation | Florida Department of Education

For additional help or information, please contact the following:

The Ombudsman's Office is a service available to individuals who have questions or concerns about the VR program. The Ombudsman's office will be able to assist you to answer any questions you have regarding VR services and address your concerns. To contact the Ombudsman's Office, please call 866-515-3692 or e-mail them at Ombudsman@vr.fldoe.org.

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Please let us know if we can provide any further information or assistance. You can contact us at FRCCustomers@vr.fldoe.org or by telephone at 850-245-3397.

FRC Response: Asked customer to clarify what website was not working and provided the link to the area offices.

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

You mention that you would like to receive assistance from Vocational Rehabilitation. Please use the link below to find the office closest to you.

Area Offices | Vocational Rehabilitation | Florida Department of Education

For additional help or information, please contact the following:

The Ombudsman's Office is a service available to individuals who have questions or concerns about the VR program. The Ombudsman's office will be able to assist you in answering any questions you have regarding VR services and addressing your concerns. To contact the Ombudsman's Office, please call 866-515-3692 or e-mail them at Ombudsman@vr.fldoe.org.

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Please let us know if we can provide any further information or assistance. You can contact us at FRCCustomers@vr.fldoe.org or by telephone at 850-245-3397.

FRC Response: Provided link to the Office of the Governor.

Please find the draft agenda attached.

Thank you and have a great day.

FRC Response: Provided draft agenda as requested.

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

For additional help or information, please contact the following:

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FRC Response: Provided customer with contact information to Ombudsman and Disability Rights.

DVR must ensure that any public records requests are promptly directed to the designated contact for public records at the Florida Department of Education. The official contact for DVR public records requests is:

Email: PRR@fldoe.org

Thank you.

Florida Rehabilitation Council

FRC Response: Provided public records request email.

A prospective client emailed their referral to become a future VR Client. Sent the email to the Area 6 Supervisor.

FRC Response: Sent the referral to the Supervisor of Area 6.

DVR must ensure that any public records requests are promptly directed to the designated contact for public records at the Florida Department of Education. The official contact for DVR public records requests is:

Email: PRR@fldoe.org

Thank you.

Florida Rehabilitation Council

FRC Response: Provided public records request email.

Good morning –

Thank you for contacting the Florida Rehabilitation Council (FRC).

The FRC works with the Division of Vocational Rehabilitation (VR) in planning and developing statewide rehabilitation programs and services which create opportunities to employ all people with disabilities in competitive jobs of their choice.

You mentioned that you trying to get your VR services reactivated. Please use the link below to find the office closest to you.

<https://www.rehabworks.org/contact/area-offices.html>

Area Offices | Vocational Rehabilitation | Florida Department of Education

For additional help or information, please contact the following:

The Ombudsman's Office is a service available to individuals who have questions or concerns about the VR program. The Ombudsman's office will be able to assist you to answer any questions you have regarding VR services and address your concerns. To contact the Ombudsman's Office, please call 866-515-3692 or e-mail them at Ombudsman@vr.fldoe.org.

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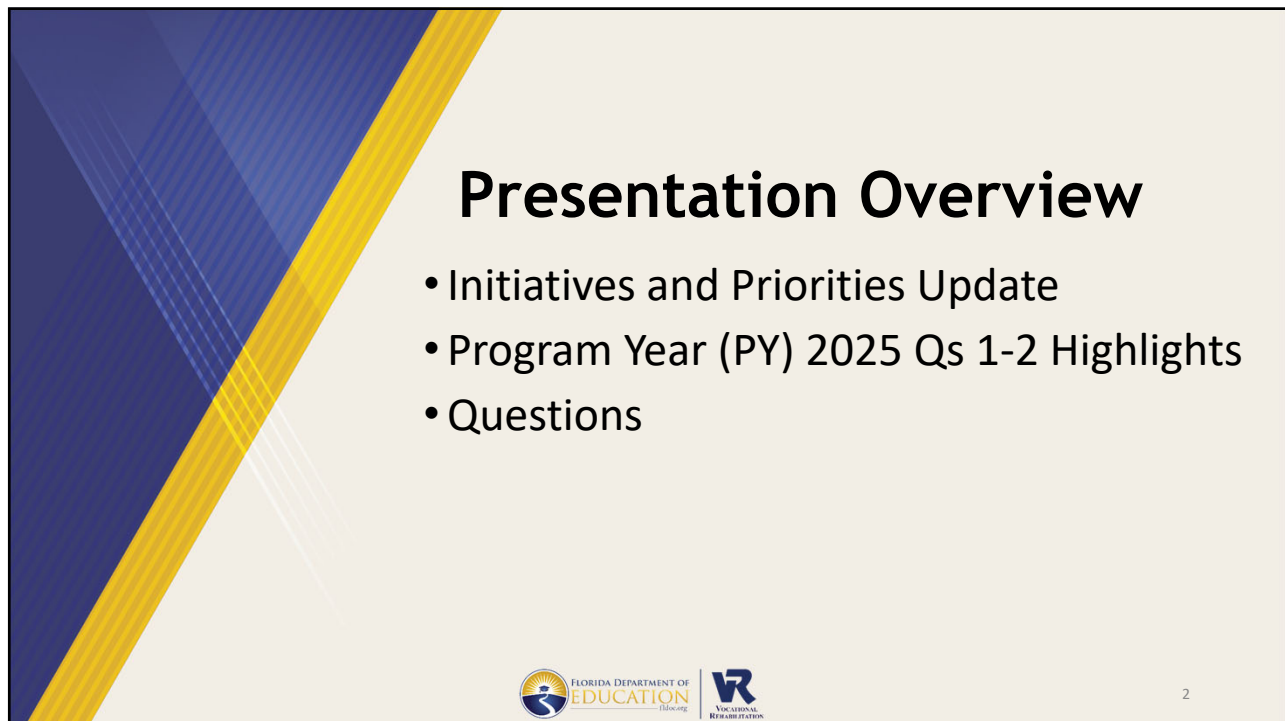
Thank you.

Florida Rehabilitation Council

FRC Response: Provided a link to the area offices and contact information to Ombudsman and Disability Rights.



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Initiatives and Priorities Update



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3

Florida Workforce Integrated Networking Systems (FL WINS)

Implementation Updates

- VR staff received training on the FL WINS system and features in April
- VR HQ and field staff continue to provide testing support
- Division of Blind Services (DBS), Early Learning and Employ Florida are being added into the system

Goals of FL WINS

- Public facing participant portal
- Common intake form
- Integrated participant record and data solution for workforce partners



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Bureau of Compliance and Quality Assurance (BCQA) Highlights

Federal Monitoring and Reporting

- RSA Monitoring Q3 progress report submitted in April
- Remaining corrective actions are fiscal reporting reviews



Quality Assurance

- Nine programmatic case reviews completed on over 3,000 individual cases
- Nine operational reviews completed on over 2,500 individual cases



Support for FL WINS

- BCQA leading VR's system testing of FL WINS components
- Participated on Organizational Change Management team to develop approaches to roll out FL WINS across partner agencies



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Bureau of Policy, Learning and Engagement (BPLE) Updates

Learning and Development Office

- New Counselor Training provided to 22 VR staff
- Coordinated and participated in the FL WINS Train-the-Trainer initiative
- Additional targeted trainings and open calls

Communications

- Developed VR Connect newsletter for sharing operational updates and new information within VR
- Updated VR templates and branding materials
- Revised VR Avenues (VR intranet) to reflect organizational updates



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Bureau of Field Services (BFS) Highlights

Field staff collaborating to review cases and enhance services for Competitive Integrated Employment

Business Relations is piloting a new initiative: Manufacturing 101

The Deaf, Hard of Hearing, and DeafBlind Services Unit is updating ADA training modules

Leasing Unit is finalizing year-end purchases and planning next fiscal year funding



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Bureau of Technology Support (BTS) Highlights



The HQ IT User Support Team executed a coordinated, phased office move strategy supporting multiple floors



The 4th floor was pre-staged to enable parallel moves, while the 11th floor and B1 locations followed a sequenced approach to maintain continuity



In total, all office relocations were completed smoothly over approximately seven days, aligned with staff availability and resulting in no delays or operational downtime



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Bureau of Vendor and Contracted Services (BVCS) Highlights

BVCS is prioritizing monitoring of all service providers

Onboarding of the new Provider Monitoring Unit

BVCS is focused on continuous process improvement



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Florida Rehabilitation Council (FRC) Advisement on Customer Training Curricula

- What services require providers to submit a curriculum for review and approval?
- Discuss potential opportunity for FRC to review customer training curricula and provide feedback during the approval process.
- What do we envision this process would look like?



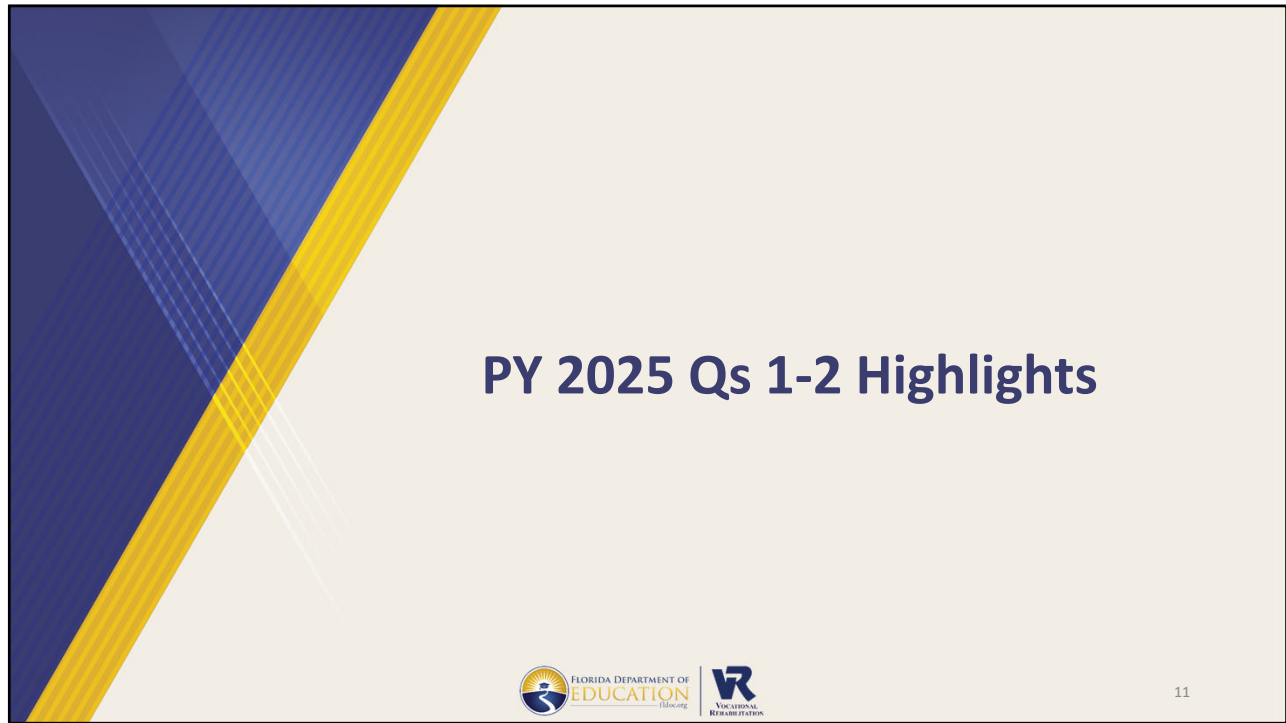
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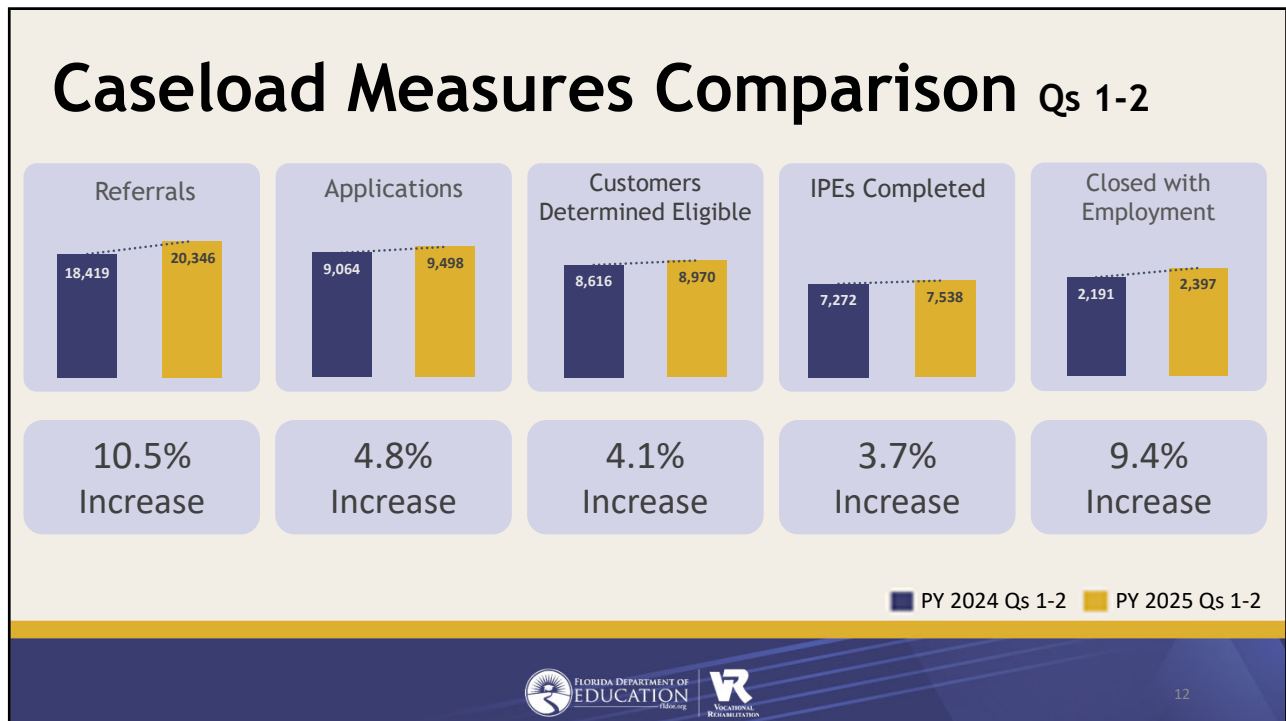
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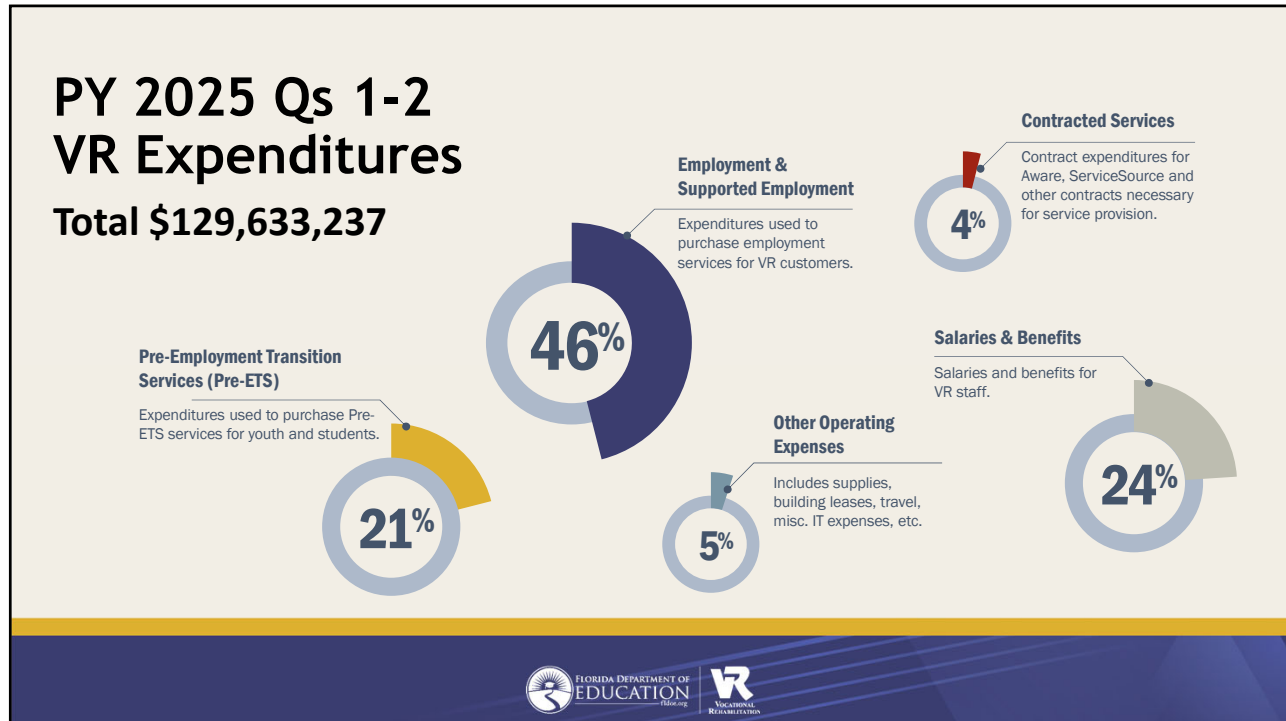
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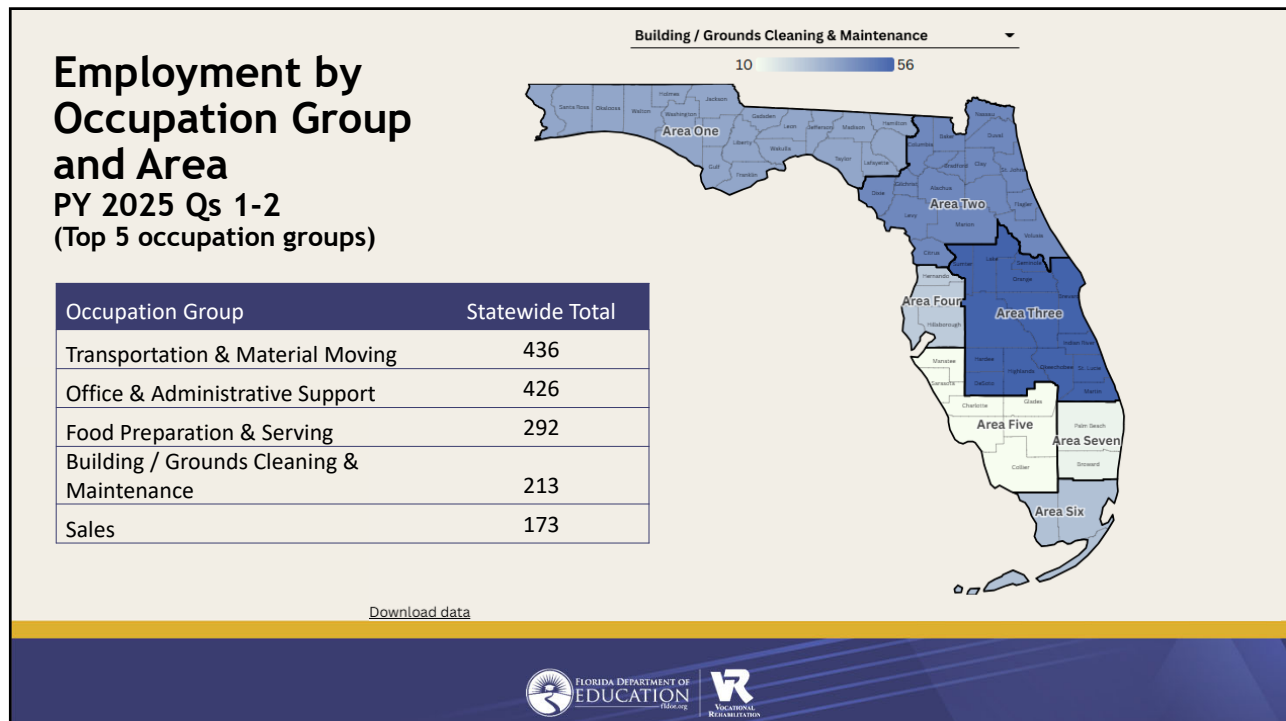
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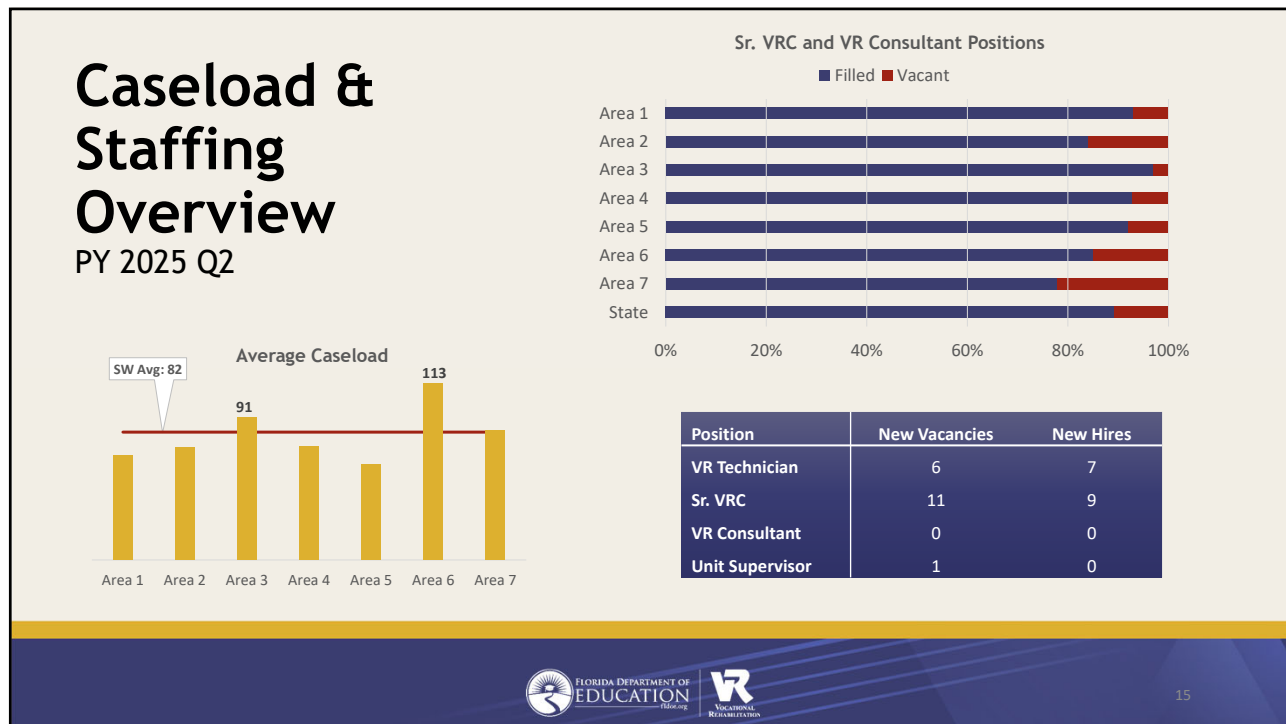
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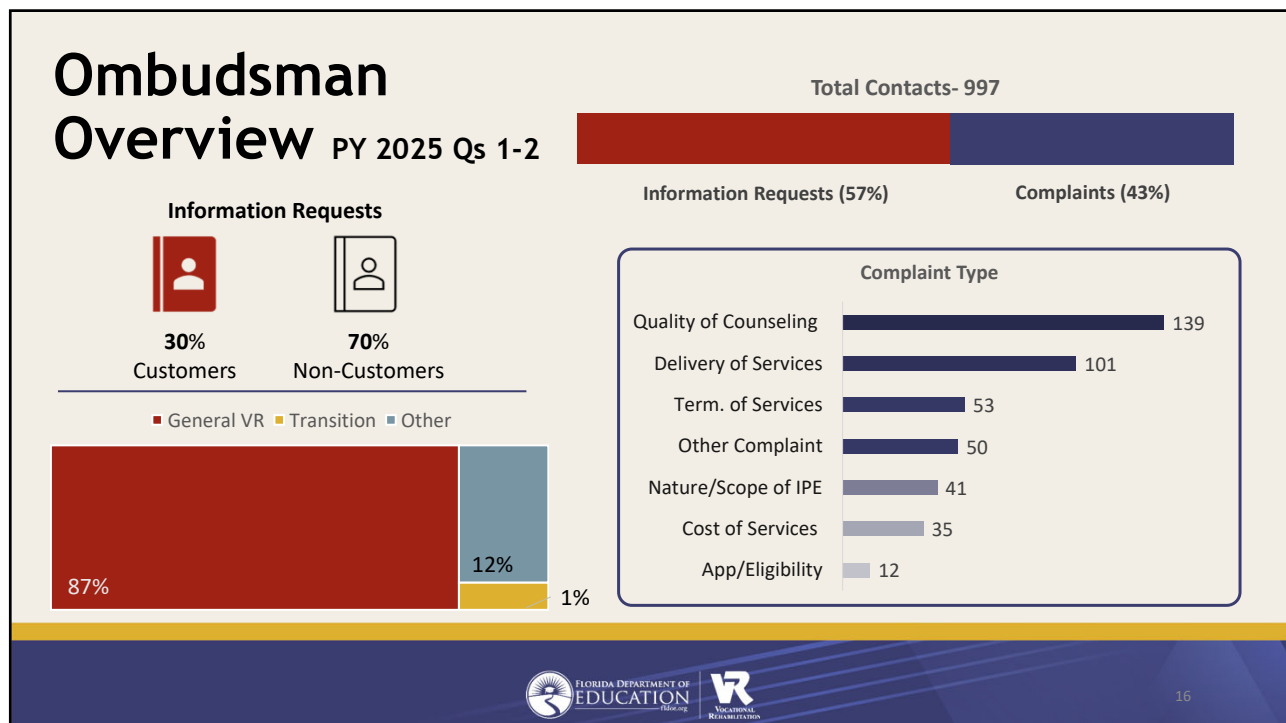
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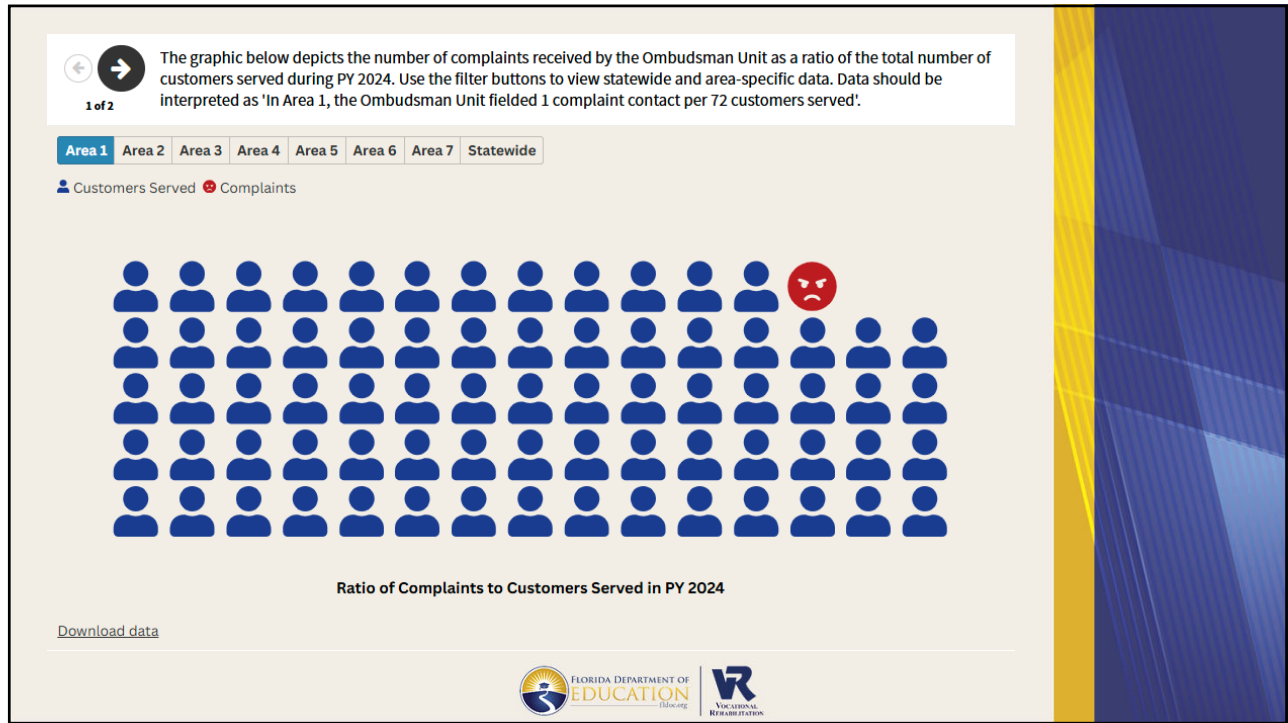
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Thank You

To learn more, call 800-451-4327 or
find an office near you by visiting RehabWorks.org

The Florida Department of Education, Division of Vocational Rehabilitation (VR) is an equal opportunity employer. It is against the law for VR as a recipient of Federal financial assistance to discriminate against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief. The application process used by VR to determine eligibility for services, any subsequent services and the entire VR process are subject to these non discrimination requirements. Auxiliary aids and services are available upon request to individuals with disabilities. VR program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For the 2021 Federal fiscal year, the total amount of grant funds awarded were \$176,521,122. The remaining 21.3 percent of the costs (\$47,775,094) were funded by Florida State Appropriations. Revised October 2022.



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1

Overview Topics

-  Report requirements
-  Report sections
-  Data limitations

Report
page
#

The page number
icons on each slide
will guide you to
the corresponding
page in the report.



2

Reporting Requirements

Report
page
#2

- Current reporting requirements established by CS/HB 901 in 2020
- Due annually on December 1st
- Submitted to the Governor, Senate President and Speaker of the House

Data requirements

- Caseload data
- Service Use data
- Financial data
- Outcome data
- Matching Fund data
- Transition Services data



3

Report Sections

Report
page
#1

Executive Summary

- Report Purpose
- Report Format

Report
page
#4

Overview of VR Performance Measures

- Charts and tables comparing statewide data for the past five years

Report
page
#11

Annual Data Sections

- Subsections for each data requirement
- Statewide and area totals

Report
page
#52

Appendices

- Definitions
- Service area map
- Order of Selection overview



4

Data and Report Caveats

- Disability classifications updated for SFY 2023-24 report
- Only reports purchased services, not in-house services
- Changes over years
- Timeframe kept as state fiscal year



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Additional Report Uses

- Serves as a handy reference for area and statewide performance data
- Easy way to compare year over year data
- The dataset and query are foundational for reports and data requests with the same audience



6



Florida Department of Education, Division of Vocational Rehabilitation

Five-Year Performance Report

Required per CS/CS/HB 7029 (2016), Chapter 2016-237, Laws of Florida, Section 38

Prepared by the Bureau of Compliance and Quality Assurance, Division of Vocational Rehabilitation
12-1-2025



Executive Summary

With a mission to improve employment outcomes for individuals with disabilities and enhance their independence, the Florida Department of Education's Division of Vocational Rehabilitation (VR) is well equipped to help Florida's jobseekers turn their employment goals into lasting careers. From postsecondary education, job exploration and self-advocacy training for youth and students transitioning into adulthood, to benefits counseling, job readiness training and job placement assistance, VR offers a wide array of services to help customers obtain the education, training and supports needed to achieve their employment goals. VR assists customers with all disability types; services are personalized for each customer based on their employment plan developed in partnership with a skilled rehabilitation counselor. VR continues to increase customer engagement through outreach and partnerships, allowing VR to implement more innovative approaches to service delivery.

VR supported 4,875 customers in achieving competitive integrated employment during State Fiscal Year (SFY) 2024-25. Targets were exceeded on multiple federal performance measures; notably, Median Earnings Second Quarter after Exit increased by \$169 per quarter, and Credential Attainment Rate increased by over 11 percentage points.

VR has made a great effort to continue providing services to Floridians with disabilities efficiently and effectively. As a result, for every \$1 invested in rehabilitating a customer, an estimated \$9.16 was returned to the Florida economy in SFY 2024-25¹. In recent years, VR has placed great emphasis on decreasing the amount of time required for customers to start receiving services. During SFY 2024-25, VR achieved a 13.8 percent decrease in the average number of days between application and service provision, meaning that customers are getting into services an average of two weeks faster than during the prior year, totaling a 14-week reduction since SFY 2022-23.

¹ Source: Analysis of customer data extracted from the Aware Case Management System.

Report Purpose

The 2016 Florida Legislature passed CS/CS/HB 7029, Chapter 2016-237, Laws of Florida, and CS/HB 901, Chapter 2020-085 to establish the following performance reporting requirements:

By December 1 of each year, the division shall submit a performance report to the Governor, the President of the Senate and the Speaker of the House of Representatives that includes the following information for each of the five most recent fiscal years:

- (a) Caseload data, by service type and service area, including the number of individuals who apply for services and the timeframes in which eligibility is determined, plans are developed and services are provided.
- (b) Service use data, by service type, including the number of units of service provided, statewide and by service area.
- (c) Financial data, by service type, including expenditures for administration and the provision of services. Expenditure data shall be reported on a statewide basis and by service area, and expenditures for education-related services are identified in specific categories such as tuition and fees, program fees and support services.
- (d) Outcome data, statewide and by service area, including the number of cases closed without employment and the number of cases closed with employment. Employment data are provided separately for supported employment.
- (e) Matching fund data, including the sources and amounts of matching funds received by the division and the extent to which the state is meeting its cost-sharing requirements.
- (f) Transition services data, including pre-employment transition services, for students and youth with disabilities by service type, including expenditure data on a statewide and service area basis, employment outcomes achieved by youth served and postsecondary enrollment rates.

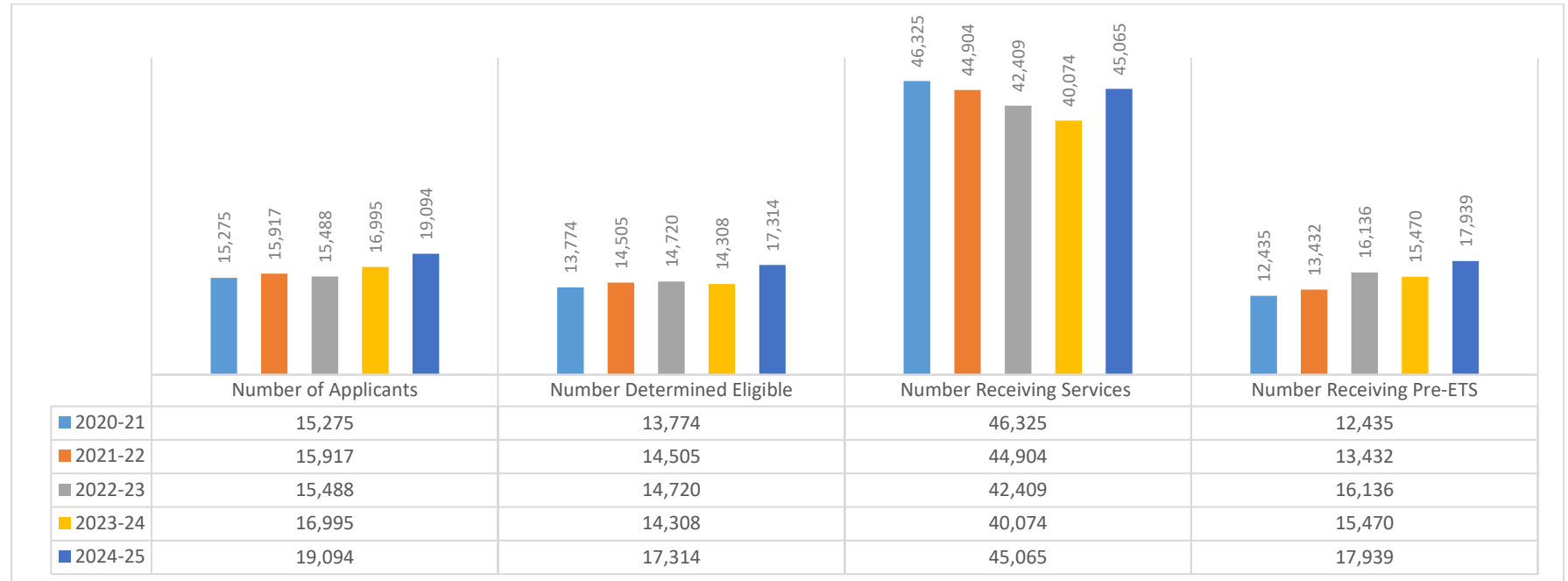
Report Format

This report provides an overview of VR performance measures across the reporting timeframe (pages 4-10) and is organized into sections by SFY, with subsections for each topic identified in the law (pages 11-51). Subsections are introduced by a brief explanatory paragraph, followed by performance data tables. All data was queried from the VR Aware case management system, except for administration expenditures, which were queried from the Florida Accounting Information Resource system (FLAIR).

Contextual information is provided in the following appendices: **Appendix A (pp. 52-59)** includes definitions and data limitations for performance measures; **Appendix B (pg. 60)** includes a Florida map noting VR service areas; and **Appendix C (pp. 61-62)** includes a chronological overview of changes to Order of Selection (OOS) management, components of the Workforce Innovation and Opportunity Act (WIOA) and other notable events impacting service delivery during the reporting timeframe.

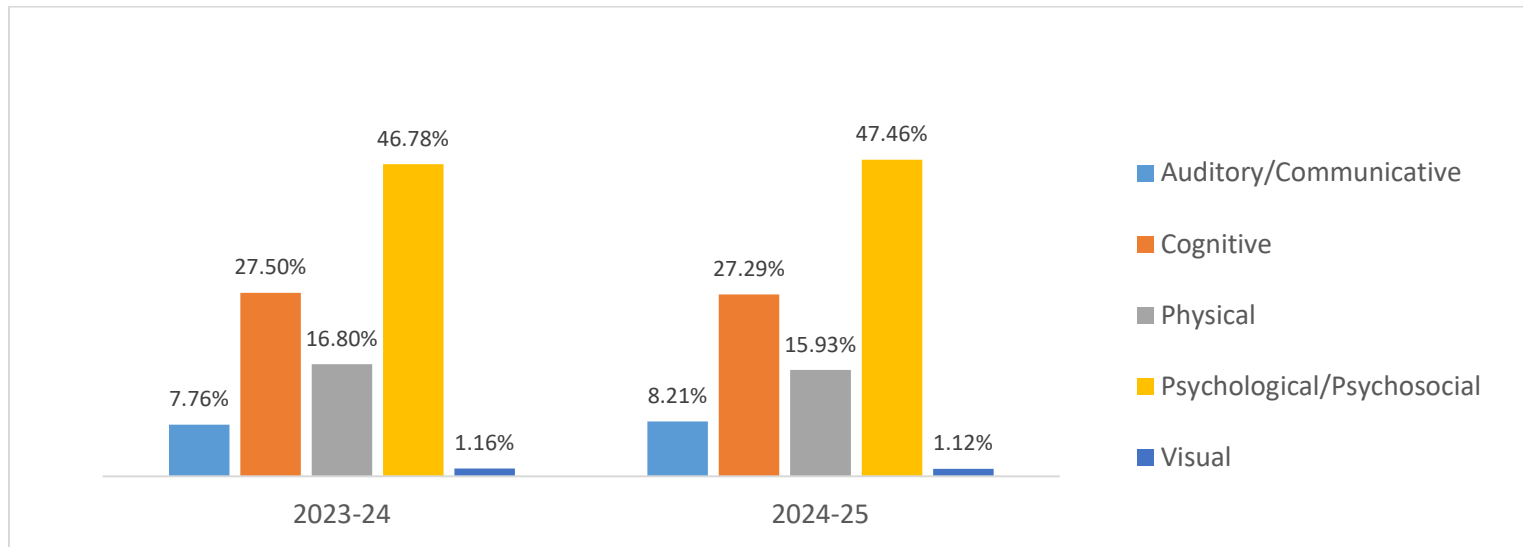
Overview of VR Performance Measures

FIGURE 1. CASELOAD MEASURES ACROSS STATE FISCAL YEARS



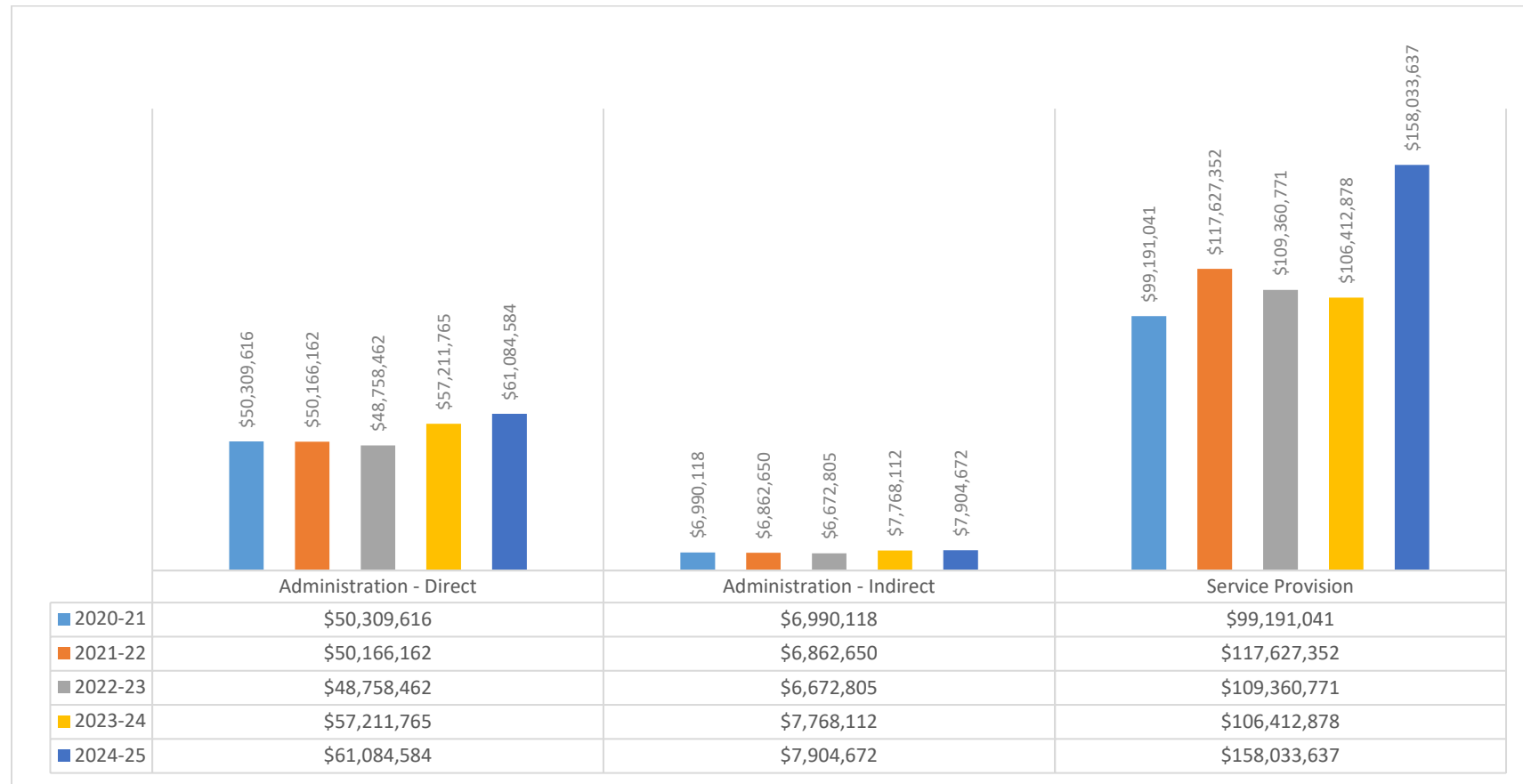
Data Note: Applicants are individuals who apply for traditional VR services; this measure does not include potentially eligible students who are not required to apply for VR services. The average length of time for participants to complete the VR process and gain employment is 27 months. Pre-employment transition services (Pre-ETS) are available to students and youth with disabilities and focus on job exploration and developing the skills, education and experiences needed to successfully transition from school to post-secondary education or employment.

FIGURE 2. PERCENT SERVED BY PRIMARY DISABILITY CLASSIFICATION



Data note: In SFY 2023-24, VR updated its disability classifications to align with the Rehabilitation Services Administration (RSA) reporting requirements and increase consistency across reports. The graph above reflects the updated disability classifications, and data for prior years is available in the annual sections of this report. RSA reporting requirements are contained in RSA’s Policy Directive 23-04; RSA-911 Reporting Requirements.

FIGURE 3. EXPENDITURES ACROSS STATE FISCAL YEARS



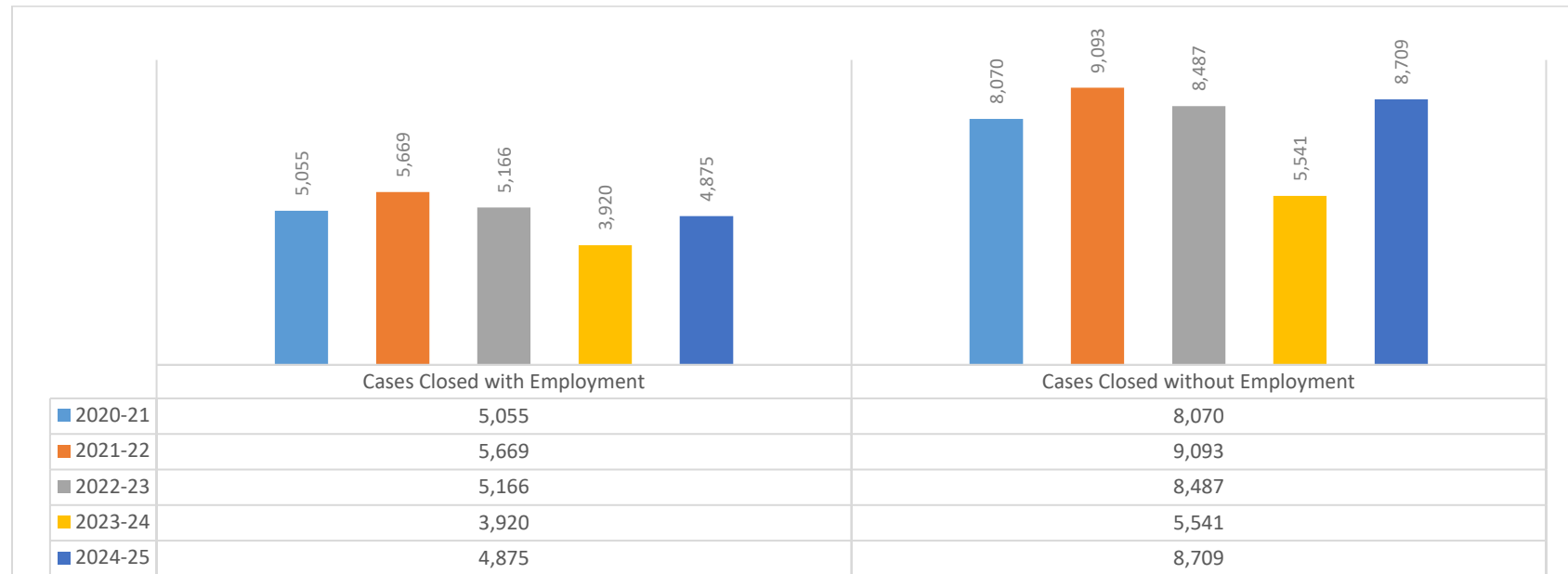
Data note: Administration - Direct costs include expenses for operating VR and Supported Employment programs, staff travel, rent, utilities and supplies. Administration - Indirect costs include additional operating costs and facilities, or administrative costs not included in Direct Costs.

TABLE 1. MATCHING FUNDS ACROSS FEDERAL FISCAL YEARS

Matching Fund Data	Total Federal Grant Amount	Federal Grant Amount Received	Total General Revenue (GR) Match Received	Additional GR Required to Receive Entire Federal Grant
FFY 2020	\$174,494,359	\$153,000,000	\$41,409,149	\$5,817,406
FFY 2021	\$178,840,412	\$176,758,208	\$47,839,261	\$563,544
FFY 2022	\$180,491,722	\$176,521,122	\$47,775,094	\$1,074,635
FFY 2023	\$190,286,730	\$180,693,519	\$48,904,345	\$2,596,384
FFY 2024	\$192,335,323	\$184,931,573	\$50,051,366	\$2,003,810

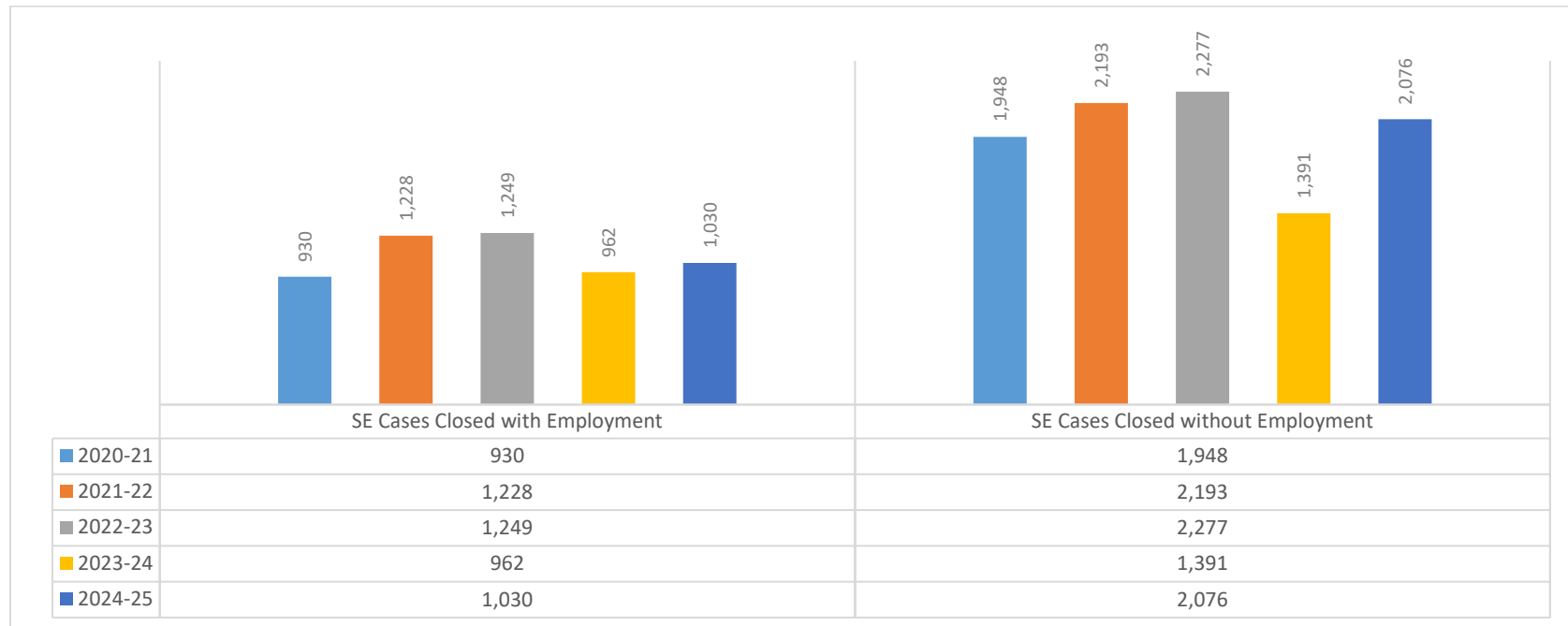
Data note: Federal grant funds are awarded on a federal fiscal year timeframe. VR receives 21.3% of its funding from General Revenue and 78.7% of its funding through a grant from the U.S. Department of Education. General Revenue funds are used to 'draw down' federal funds (34 CFR 361.60(a) and (b)).

FIGURE 4. VR PROGRAM OUTCOMES ACROSS STATE FISCAL YEARS



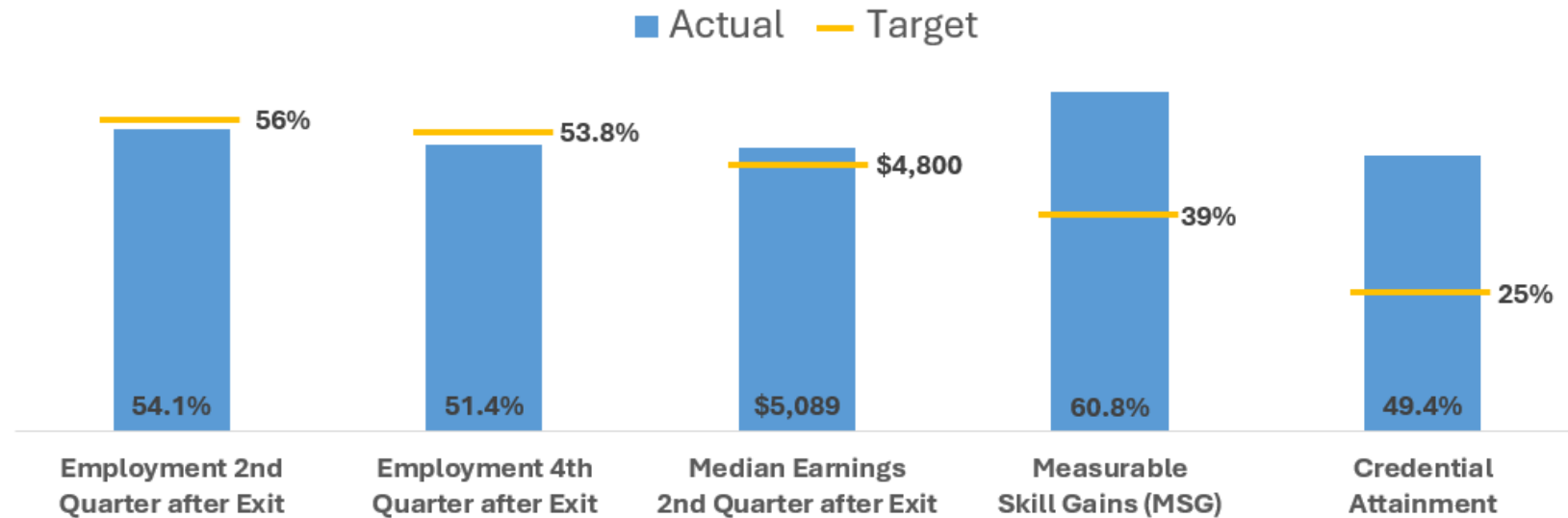
Data Note: The U.S. Department of Education’s designated closure reasons for cases closed without employment are: no longer interested; unable to locate or contact; all other reasons; health/medical – longer than 90 days; death; criminal offender – in correctional institution; transferred to another agency; in institution other than prison/jail; disability too significant – ineligible; foster care – moved from area; reserve forces called to active duty; and ineligible – after determined eligible.

FIGURE 5. SUPPORTED EMPLOYMENT OUTCOMES ACROSS STATE FISCAL YEARS



Data note: Supported Employment Services assist youth or adults with the most significant disabilities obtain and maintain competitive, integrated employment. Services are individualized and consistent with the unique strengths, abilities, interests and informed choice of the individual to help them succeed. A variety of support services are available. VR coordinates with individuals and providers to deliver necessary ongoing support services.

FIGURE 6. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) PERFORMANCE MEASURES



Data Note: WIOA is designed to give job seekers easier access to employment, education, training, and support services needed to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. The act includes updated common performance measures for WIOA core partners that necessitate increased coordination and data sharing. The use of targets for the above indicators, jointly set by the state VR agency and the RSA, began SFY 2022-23.

Section 1. SFY 2024-25

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2024-25. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR service areas, please refer to the VR service area map in Appendix B (pg. 58). The section also includes a breakdown of customers served by primary disability classification and age group, reported by geographic service area and statewide percentage. Data was queried from Aware and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	1,822	3,155	3,633	2,773	1,535	3,167	3,009	19,094
Number Determined Eligible	1,641	2,915	3,316	2,542	1,434	2,824	2,642	17,314
Number Receiving Services	4,759	6,731	8,357	6,699	3,136	9,499	5,884	45,065

Service Timeframes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Days between Application and Eligibility Determination	34	33	39	37	18	33	22	32
Days between Application and Plan Development	78	89	98	84	45	88	56	80
Days between Application and Service Provision	85	100	94	90	53	89	52	81

Customers Served by Primary Disability

Classification	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Auditory/Communicative	10.25%	10.68%	11.06%	8.57%	8.35%	3.75%	6.37%	8.21%
Cognitive	23.85%	25.33%	25.97%	22.94%	27.90%	37.73%	21.94%	27.29%
Physical Disabilities	27.48%	19.67%	17.02%	16.91%	16.77%	7.74%	12.42%	15.93%
Psychological/Psychosocial	36.23%	43.05%	44.79%	50.32%	45.85%	50.28%	58.43%	47.46%
Visual	2.19%	1.26%	1.17%	1.25%	1.12%	0.51%	0.83%	1.12%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Customers Served by Age Group

	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Age Under 16	1	5	10	7	3	6	1	33
Age 16 to 18	128	301	378	355	188	527	154	2,031
Age 19 to 24	1,408	2,425	3,186	2,331	1,199	4,033	2,028	16,610
Age 25 to 44	1,646	2,280	2,863	2,230	990	3,310	2,402	15,721
Age 45 to 54	657	708	815	728	290	649	615	4,462
Age 55 to 59	358	393	410	379	164	381	269	2,354
Age Over 60	561	619	695	669	302	593	415	3,854
Total	4,759	6,731	8,357	6,699	3,136	9,499	5,884	45,065

(b) Service Use

The following section includes VR service use data for SFY 2024-25. Services include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from Aware and calculated using the RSA definitions and methodology (updated per Policy Directive 23-04; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	<i>Units-</i>	903	3,777	2,297	987	873	1,595	3,618	14,050
Counseling (P)	<i>Customers-</i>	407	1,235	824	466	302	398	998	4,630
Work Based Learning	<i>Units-</i>	2,525	8,922	14,692	5,397	2,100	6,372	3,747	43,755
Experiences (P)	<i>Customers-</i>	527	1,774	2,140	1,004	505	1,210	894	8,054
Workplace Readiness	<i>Units-</i>	1,314	4,923	2,891	1,683	1,082	3,439	3,617	18,949
Training (P)	<i>Customers-</i>	548	1,594	1,174	740	379	1,010	1,132	6,577
Instruction in Self	<i>Units-</i>	985	2,623	2,755	1,430	1,096	2,096	2,791	13,776
Advocacy (P)	<i>Customers-</i>	383	812	932	546	320	777	775	4,545
Counseling on Enrollment	<i>Units-</i>	626	2,935	1,360	633	595	361	1,091	7,601
Opportunities (P)	<i>Customers-</i>	315	1,031	533	338	230	223	469	3,139
Graduate College or	<i>Units-</i>	14	3	19	19	2	27	20	104
University Training	<i>Customers-</i>	6	1	7	12	2	13	8	49
Four-Year College or	<i>Units-</i>	497	532	718	478	278	2,112	791	5,406
University Training	<i>Customers-</i>	201	247	275	203	121	877	340	2,264
Junior or Community	<i>Units-</i>	26	46	15	187	2	283	278	837
College Training	<i>Customers-</i>	14	25	8	92	1	158	155	453
Occupational or	<i>Units-</i>	41	62	94	126	76	324	110	833
Vocational Training	<i>Customers-</i>	28	46	57	77	45	179	61	493
On-the-Job Training	<i>Units-</i>	832	2,819	8,801	2,714	696	4,235	2,002	22,099
	<i>Customers-</i>	289	996	1,974	751	212	658	475	5,355

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Basic Academic Remedial or Literacy Training	Units-	31	1	7	39	3	13	110	204
	Customers-	6	1	5	10	2	4	40	68
Job Readiness Training	Units-	86	231	502	186	83	258	246	1,592
	Customers-	52	168	341	123	68	234	202	1,188
Miscellaneous Training	Units-	100	148	175	382	84	410	147	1,446
	Customers-	80	106	93	241	62	262	115	959
Assessment	Units-	4,236	11,694	16,930	14,841	6,509	21,532	10,812	86,554
	Customers-	1,040	2,118	2,735	2,229	990	2,644	1,608	13,364
Diagnosis and Treatment of Impairments	Units-	4,839	454	1,664	1,783	391	1,504	380	11,015
	Customers-	453	154	364	538	115	359	148	2,131
Job Search Assistance	Units-	656	1,712	2,144	1,596	987	1,350	2,242	10,687
	Customers-	632	1,583	1,932	1,456	861	1,159	1,948	9,571
Job Placement Assistance	Units-	1,008	1,911	2,427	1,750	949	1,494	2,280	11,819
	Customers-	397	797	1,037	743	442	568	955	4,939
Short Term Job Supports	Units-	7	8	60	18	28	36	65	222
	Customers-	6	7	52	11	13	24	38	151
Supported Employment Services	Units-	269	630	991	768	549	381	534	4,122
	Customers-	101	231	374	288	215	131	212	1,552
Benefits Counseling	Units-	142	327	397	320	160	125	219	1,690
	Customers-	142	326	397	319	160	124	218	1,686
Customized Employment Services	Units-	16	48	71	117	4	33	168	457
	Customers-	6	23	33	37	1	8	49	157
Transportation	Units-	589	320	1,007	1,271	58	5,080	2,742	11,067
	Customers-	150	105	348	329	39	839	987	2,797

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	Units-	258	310	307	314	68	416	129	1,802
	Customers-	60	90	78	125	25	105	45	528
Rehabilitation Technology	Units-	457	602	865	987	327	349	425	4,012
	Customers-	237	285	436	390	157	194	236	1,935
Home Modification	Units-	13	4	14	6	3	15	2	57
	Customers-	11	3	12	6	3	11	2	48
Personal Assistance Services	Units-	7	0	4	2	0	13	55	81
	Customers-	1	0	2	1	0	2	1	7
Technical Assistance incl. Self-Employment	Units-	21	31	33	97	18	160	34	394
	Customers-	16	16	23	50	11	72	15	203
Interpreter Services	Units-	73	716	1,262	938	164	186	411	3,750
	Customers-	38	228	342	200	62	74	116	1,060
Other Services	Units-	198	176	178	538	91	413	510	2,104
	Customers-	146	155	139	400	78	325	465	1,708

(P) denotes Pre-Employment Transition Services

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2024-25. Expenditures are grouped by administration and service provision (purchased client services) expenditures and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using the RSA report definitions and methodology. Service provision expenditures were queried from Aware and calculated using RSA definitions and methodology (updated per Policy Directive 23-04; RSA-911 Reporting Requirements).

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$6,277,011	\$7,940,198	\$7,433,443	\$9,462,750	\$9,508,789	\$5,182,248	\$9,047,785	\$6,232,360	\$61,084,584
Indirect Costs	\$716,516	\$1,042,734	\$973,686	\$1,226,513	\$1,252,145	\$683,779	\$1,188,389	\$820,909	\$7,904,672

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling (P)	\$401,956	\$1,827,837	\$940,489	\$479,524	\$352,330	\$818,381	\$1,713,744	\$6,534,261
Work Based Learning Experiences (P)	\$1,261,314	\$4,234,931	\$7,609,399	\$2,813,155	\$1,085,284	\$3,191,168	\$1,747,338	\$21,942,589
Workplace Readiness Training (P)	\$620,817	\$2,178,372	\$1,152,569	\$820,027	\$504,774	\$1,944,658	\$1,879,426	\$9,100,643
Instruction in Self Advocacy (P)	\$393,654	\$1,040,658	\$1,005,148	\$567,112	\$417,130	\$1,126,960	\$1,254,900	\$5,805,562
Couns. on Enrollment Opportunities (P)	\$196,685	\$1,339,634	\$386,259	\$184,809	\$206,078	\$163,674	\$510,734	\$2,987,873
Graduate College or University Training	\$42,080	\$11,159	\$37,606	\$97,620	\$4,139	\$168,331	\$177,249	\$538,184
Four-Year College or University Training	\$747,453	\$766,556	\$835,157	\$775,671	\$354,707	\$2,820,650	\$1,030,312	\$7,330,506

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Junior or Community College Training	\$17,707	\$32,520	\$18,821	\$143,541	\$592	\$228,029	\$221,701	\$662,911
Occupational or Vocational Training	\$127,878	\$312,878	\$394,812	\$350,590	\$83,016	\$784,747	\$261,094	\$2,315,015
On-the-Job Training	\$491,027	\$1,565,259	\$4,882,254	\$1,698,607	\$418,348	\$2,926,061	\$1,213,351	\$13,194,907
Basic Academic Remedial or Literacy Training	\$3,774	\$300	\$7,274	\$42,860	\$3,235	\$24,030	\$68,126	\$149,599
Job Readiness Training	\$31,300	\$95,981	\$208,450	\$75,000	\$33,669	\$123,500	\$111,933	\$679,833
Miscellaneous Training	\$243,235	\$369,143	\$457,543	\$636,505	\$164,433	\$1,305,605	\$334,148	\$3,510,612
Assessment	\$1,138,713	\$3,251,954	\$5,425,727	\$4,015,184	\$1,756,069	\$5,472,431	\$3,263,232	\$24,323,310
Diagnosis and Treatment of Impairments	\$870,561	\$455,898	\$589,784	\$784,994	\$410,999	\$710,348	\$305,446	\$4,128,030
Job Search Assistance	\$362,500	\$948,750	\$1,357,750	\$1,061,000	\$698,000	\$641,250	\$1,335,000	\$6,404,250
Job Placement Assistance	\$1,516,400	\$2,823,500	\$3,504,950	\$2,530,250	\$1,335,350	\$2,219,435	\$3,293,200	\$17,223,085
Short Term Job Supports	\$2,336	\$3,424	\$20,996	\$5,840	\$14,080	\$22,560	\$24,208	\$93,444
Supported Employment Services	\$527,600	\$1,196,143	\$1,880,600	\$1,453,668	\$1,023,200	\$720,600	\$1,012,800	\$7,814,611
Benefits Counseling	\$71,000	\$163,500	\$198,500	\$159,650	\$80,000	\$62,500	\$109,150	\$844,300
Customized Employment Services	\$8,900	\$35,436	\$42,668	\$75,686	\$2,400	\$19,450	\$116,836	\$301,376
Transportation	\$136,213	\$69,889	\$173,199	\$128,812	\$16,840	\$404,113	\$156,229	\$1,085,295

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$206,482	\$500,411	\$560,425	\$301,983	\$64,886	\$556,964	\$147,793	\$2,338,944
Rehabilitation Technology	\$1,990,795	\$1,975,446	\$2,770,224	\$2,411,123	\$1,545,318	\$1,538,320	\$1,418,727	\$13,649,953
Home Modification	\$69,847	\$35,951	\$283,552	\$104,256	\$68,430	\$167,287	\$10,080	\$739,403
Personal Assistance Services	\$32,967	\$0	\$4,309	\$8,800	\$0	\$39,268	\$22,550	\$107,894
Technical Assistance incl. Self-Employment	\$18,200	\$29,941	\$32,910	\$96,536	\$20,014	\$175,730	\$38,350	\$411,681
Interpreter Services	\$28,075	\$291,910	\$606,432	\$644,378	\$83,886	\$123,011	\$254,985	\$2,032,677
Other Services	\$73,262	\$54,173	\$343,245	\$471,169	\$31,079	\$612,639	\$197,322	\$1,782,889
Total	\$11,632,731	\$25,611,554	\$35,731,052	\$22,938,350	\$10,778,286	\$29,111,700	\$22,229,964	\$158,033,637

(P) denotes Pre-Employment Transition Services

(d) Outcomes

The following section includes VR outcome measures for SFY 2024-25. Outcome measures are grouped by VR and supported employment programs and are reported by geographic service area with statewide totals. Data was queried from Aware and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	573	746	858	671	457	875	695	4,875
Cases Closed without Employment	845	1,667	1,265	1,719	737	954	1,522	8,709
Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	76	174	211	193	132	101	143	1,030
Supported Employment Cases Closed without Employment	172	381	351	455	209	97	411	2,076
Post-Secondary Enrollment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Enrolled	231	402	587	358	205	1,174	363	3,320
Not Enrolled	850	1,683	2,098	1,680	858	2,094	1,070	10,333
Youth Employment Outcomes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Closed with Employment	64	146	164	92	91	83	66	706
Closed without Employment	139	390	319	395	217	318	297	2,075

Section 2. SFY 2023-24

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2023-24. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR service areas, please refer to the VR service area map in Appendix B (pg. 58). The section also includes a breakdown of customers served by primary disability classification and age group, reported by geographic service area and statewide percentage. Data was queried from Aware and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	1,513	2,704	3,465	2,572	1,401	2,727	2,613	16,995
Number Determined Eligible	1,285	2,264	2,975	2,198	1,188	2,261	2,137	14,308
Number Receiving Services	4,185	5,889	7,424	6,232	2,839	8,433	5,072	40,074

Service Timeframes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Days between Application and Eligibility Determination	36	43	44	38	28	36	27	37
Days between Application and Plan Development	84	101	96	91	71	89	61	86
Days between Application and Service Provision	99	120	106	99	79	97	63	94

Customers Served by Primary Disability

Classification	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Auditory/Communicative	8.65%	9.90%	11.18%	8.06%	9.02%	3.56%	5.46%	7.76%
Cognitive	22.70%	26.07%	24.91%	22.67%	26.66%	39.75%	22.97%	27.50%
Physical Disabilities	29.39%	20.55%	18.22%	17.73%	17.37%	8.08%	13.01%	16.80%
Psychological/Psychosocial	36.99%	42.20%	44.44%	50.26%	45.72%	48.05%	57.79%	46.78%
Visual	2.27%	1.29%	1.25%	1.28%	1.23%	0.57%	0.77%	1.16%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Customers Served by Age Group

	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Age Under 16	2	18	5	4	2	7	2	40
Age 16 to 18	147	282	358	345	157	431	169	1,889
Age 19 to 24	1,291	2,216	2,918	2,272	1,187	3,891	1,944	15,719
Age 25 to 44	1,395	1,922	2,412	1,915	839	2,743	1,916	13,142
Age 45 to 54	558	601	743	688	247	566	481	3,884
Age 55 to 59	337	320	393	397	154	298	220	2,119
Age Over 60	455	530	595	610	254	497	340	3,281
Total	4,185	5,889	7,424	6,231	2,840	8,433	5,072	40,074

(b) Service Use

The following section includes VR service use data for SFY 2023-24. Services include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from Aware and calculated using the RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	<i>Units-</i>	327	1,422	672	348	418	754	644	4,585
Counseling (P)	<i>Customers-</i>	211	703	464	251	227	237	376	2,469
Work Based Learning	<i>Units-</i>	1,027	4,737	7,842	2,509	1,163	3,417	2,374	23,069
Experiences (P)	<i>Customers-</i>	318	1,220	1,391	571	289	829	601	5,219
Workplace Readiness	<i>Units-</i>	456	1,820	963	558	491	1,645	1,182	7,115
Training (P)	<i>Customers-</i>	293	840	605	361	274	675	573	3,621
Instruction in Self	<i>Units-</i>	387	801	730	411	351	1,100	906	4,686
Advocacy (P)	<i>Customers-</i>	249	369	415	258	173	569	441	2,474
Counseling on Enrollment	<i>Units-</i>	237	1,113	358	155	183	68	434	2,548
Opportunities (P)	<i>Customers-</i>	169	618	288	128	138	44	274	1,659
Graduate College or	<i>Units-</i>	9	5	7	23	7	17	8	76
University Training	<i>Customers-</i>	4	3	3	12	3	9	5	39
Four-Year College or	<i>Units-</i>	529	581	816	480	362	1,975	804	5,547
University Training	<i>Customers-</i>	216	264	359	238	149	854	392	2,472
Junior or Community	<i>Units-</i>	57	68	12	199	2	266	237	841
College Training	<i>Customers-</i>	32	29	9	104	1	171	151	497
Occupational or	<i>Units-</i>	25	26	80	86	67	278	77	639
Vocational Training	<i>Customers-</i>	22	22	57	51	43	145	45	385
On-the-Job Training	<i>Units-</i>	1,077	2,370	6,117	1,865	531	1,956	1,460	15,376
	<i>Customers-</i>	341	822	1,613	577	164	493	365	4,375

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Basic Academic Remedial or Literacy Training	Units-	50	0	0	26	4	7	80	167
	Customers-	8	0	0	6	2	5	28	49
Job Readiness Training	Units-	0	17	34	9	0	8	3	71
	Customers-	0	17	34	9	0	8	3	71
Miscellaneous Training	Units-	71	77	145	345	49	249	96	1,032
	Customers-	58	62	87	202	30	151	72	662
Assessment	Units-	2,126	6,175	9,152	7,989	3,616	11,844	5,546	46,448
	Customers-	619	1,306	1,843	1,463	638	1,663	1,043	8,575
Diagnosis and Treatment of Impairments	Units-	4,705	2,346	6,356	6,300	1,659	5,194	2,245	28,805
	Customers-	614	422	788	945	270	734	320	4,093
Job Search Assistance	Units-	535	1,169	1,733	1,300	675	893	1,403	7,708
	Customers-	511	1,094	1,540	1,194	595	778	1,236	6,948
Job Placement Assistance	Units-	943	1,688	2,350	1,512	787	1,148	1,650	10,078
	Customers-	395	715	1,019	689	373	470	756	4,417
Short Term Job Supports	Units-	25	2	26	23	11	9	64	160
	Customers-	16	1	25	13	11	6	36	108
Supported Employment Services	Units-	297	755	1,004	746	498	244	770	4,314
	Customers-	117	274	409	305	198	100	352	1,755
Benefits Counseling	Units-	95	185	308	224	109	87	110	1,118
	Customers-	95	185	305	224	109	85	109	1,112
Customized Employment Services	Units-	2	33	55	51	13	21	114	289
	Customers-	2	15	25	26	7	8	34	117
Transportation	Units-	638	207	845	1,156	81	3,453	1,649	8,029
	Customers-	143	85	301	300	58	618	683	2,188

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	Units-	204	264	154	305	66	370	122	1,485
	Customers-	54	74	59	107	29	97	41	461
Rehabilitation Technology	Units-	369	387	747	656	267	346	247	3,019
	Customers-	198	182	357	305	139	191	144	1,516
Personal Assistance Services	Units-	9	0	0	0	0	13	15	37
	Customers-	1	0	0	0	0	2	1	4
Technical Assistance incl. Self-Employment	Units-	21	12	28	64	8	82	23	238
	Customers-	15	10	21	36	7	50	13	152
Interpreter Services	Units-	106	580	948	762	102	114	161	2,773
	Customers-	31	192	278	182	43	53	81	860
Other Services	Units-	132	179	177	385	55	244	211	1,383
	Customers-	111	165	153	292	53	166	195	1,135

(P) denotes Pre-Employment Transition Services

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2023-24. Expenditures are grouped by administration and service provision (purchased client services) expenditures and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using the RSA report definitions and methodology. Service provision expenditures were queried from Aware and calculated using RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$6,244,058	\$7,405,679	\$6,678,004	\$8,869,345	\$8,892,934	\$4,711,657	\$8,552,066	\$5,858,022	\$57,211,765
Indirect Costs	\$658,404	\$1,034,646	\$931,398	\$1,236,100	\$1,245,385	\$658,732	\$1,183,486	\$819,961	\$7,768,112

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling (P)	\$115,069	\$646,952	\$223,254	\$215,523	\$194,308	\$347,533	\$229,064	\$1,971,703
Work Based Learning Experiences (P)	\$525,153	\$2,421,776	\$3,906,532	\$1,376,703	\$644,616	\$1,669,910	\$1,132,293	\$11,676,983
Workplace Readiness Training (P)	\$184,054	\$784,363	\$391,396	\$255,676	\$236,129	\$975,967	\$597,732	\$3,425,317
Instruction in Self Advocacy (P)	\$129,853	\$285,121	\$239,298	\$156,052	\$126,612	\$619,897	\$315,732	\$1,872,565
Counseling on Enrollment Opportunities (P)	\$65,188	\$437,674	\$96,136	\$42,966	\$63,791	\$23,167	\$97,878	\$826,800
Graduate College or University Training	\$25,854	\$17,640	\$13,635	\$127,562	\$21,763	\$84,781	\$103,862	\$395,097
Four-Year College or University Training	\$713,259	\$927,315	\$1,054,412	\$707,595	\$406,431	\$2,422,311	\$1,078,353	\$7,309,676

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Junior or Community College Training	\$49,367	\$45,345	\$13,468	\$156,232	\$738	\$232,858	\$247,276	\$745,284
Occupational or Vocational Training	\$82,267	\$109,984	\$198,472	\$252,530	\$113,698	\$624,863	\$125,000	\$1,506,814
On-the-Job Training	\$648,341	\$1,323,414	\$3,085,765	\$1,087,592	\$317,426	\$1,209,812	\$831,560	\$8,503,910
Basic Academic Remedial or Literacy Training	\$60,915	\$0	\$0	\$34,096	\$4,550	\$10,200	\$69,352	\$179,113
Job Readiness Training	\$25,400	\$33,000	\$107,980	\$32,400	\$18,300	\$53,864	\$50,250	\$321,194
Miscellaneous Training	\$168,556	\$244,910	\$293,376	\$569,887	\$90,346	\$668,013	\$258,130	\$2,293,218
Assessment	\$643,448	\$1,827,756	\$3,252,709	\$2,252,652	\$1,034,717	\$3,130,529	\$1,844,172	\$13,985,983
Diagnosis and Treatment of Impairments	\$1,077,170	\$589,716	\$1,628,014	\$1,573,350	\$549,112	\$1,306,639	\$580,367	\$7,304,368
Job Search Assistance	\$285,500	\$696,250	\$1,072,000	\$908,250	\$526,750	\$451,000	\$905,302	\$4,845,052
Job Placement Assistance	\$1,393,527	\$2,496,900	\$3,495,145	\$2,218,724	\$1,122,350	\$1,724,504	\$2,381,962	\$14,833,112
Short Term Job Supports	\$6,664	\$1,192	\$10,200	\$6,752	\$4,472	\$6,144	\$33,550	\$68,974
Supported Employment Services	\$552,220	\$1,450,402	\$1,932,690	\$1,435,652	\$943,893	\$468,543	\$1,503,117	\$8,286,517
Benefits Counseling	\$47,500	\$92,500	\$154,000	\$112,000	\$54,500	\$43,500	\$55,000	\$559,000
Customized Employment Services	\$400	\$22,588	\$40,366	\$45,624	\$8,530	\$18,514	\$83,085	\$219,107
Transportation	\$120,710	\$104,224	\$168,953	\$157,229	\$17,350	\$266,403	\$105,092	\$939,961

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$155,325	\$456,143	\$253,323	\$255,589	\$76,871	\$530,123	\$45,499	\$1,772,873
Rehabilitation Technology	\$1,041,351	\$1,216,149	\$2,448,983	\$1,493,611	\$1,281,867	\$1,470,281	\$969,477	\$9,921,719
Personal Assistance Services	\$51,467	\$0	\$0	\$0	\$0	\$38,814	\$6,600	\$96,881
Technical Assistance incl. Self-Employment	\$19,908	\$8,533	\$20,578	\$59,756	\$6,750	\$87,068	\$22,800	\$225,393
Interpreter Services	\$36,948	\$241,466	\$604,910	\$306,197	\$44,689	\$57,443	\$92,683	\$1,384,336
Other Services	\$175,187	\$27,131	\$62,256	\$267,919	\$16,653	\$307,315	\$85,467	\$941,928
Total	\$8,400,601	\$16,508,444	\$24,767,851	\$16,108,119	\$7,927,212	\$18,849,996	\$13,850,655	\$106,412,878

(P) denotes Pre-Employment Transition Services

(d) Outcomes

The following section includes VR outcome measures for SFY 2023-24. Outcome measures are grouped by VR and supported employment programs and are reported by geographic service area with statewide totals. Data was queried from Aware and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	378	624	812	538	362	628	578	3,920
Cases Closed without Employment	405	878	1,016	1,165	632	652	793	5,541
Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	59	156	210	161	103	51	222	962
Supported Employment Cases Closed without Employment	71	195	278	282	176	81	308	1,391
Post-Secondary Enrollment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Enrolled	208	351	634	354	216	1,211	393	3,367
Not Enrolled	829	1,585	1,845	1,630	820	1,819	1,015	9,543
Youth Employment Outcomes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Closed with Employment	48	111	150	95	80	64	59	607
Closed without Employment	58	225	279	301	224	179	144	1,410

Section 3. SFY 2022-23

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2022-23. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR service areas, please refer to the VR service area map in Appendix B (pg. 58). The section also includes a breakdown of customers served by primary disability group, reported by geographic service area and statewide percentage. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	1,592	2,424	3,272	2,316	1,155	2,472	2,257	15,488
Number Determined Eligible	1,452	2,300	3,153	2,222	1,155	2,306	2,132	14,720
Number Receiving Services	4,487	6,341	7,788	6,394	2,994	8,729	5,676	42,409
Service Timeframes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Days between Application and Eligibility Determination	37	37	36	39	30	34	20	34
Days between Application and Plan Development	90	98	91	91	76	96	58	87
Days between Application and Service Provision	198	198	162	182	155	243	127	180
Primary Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Chronic Medical	16.51%	10.94%	9.26%	9.20%	7.52%	5.50%	7.05%	9.08%
Developmental Disability	25.34%	33.39%	36.33%	31.14%	31.53%	19.51%	30.11%	29.31%
Intellectual Disability	5.82%	5.91%	5.53%	4.64%	9.45%	16.76%	8.37%	8.45%
Mental Health	29.82%	30.26%	28.61%	38.29%	33.97%	50.67%	41.28%	37.06%
Orthopedic	12.59%	8.64%	9.01%	7.94%	8.78%	3.06%	4.72%	7.36%
Sensory	9.81%	10.66%	11.22%	8.46%	8.55%	3.52%	5.37%	8.01%
Substance Abuse	0.11%	0.19%	0.04%	0.33%	0.20%	0.99%	3.10%	0.73%
Total	100%	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2022-23. Services include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from the VR case management system and calculated using the RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	Units-	63	30	64	47	15	127	179	525
Counseling (P)	Customers-	46	19	16	37	11	97	133	359
Work Based Learning	Units-	1,260	5,710	10,902	2,648	1,387	3,376	2,442	27,725
Experiences (P)	Customers-	307	894	1,543	493	282	519	314	4,352
Workplace Readiness	Units-	66	216	333	120	72	56	245	1,108
Training (P)	Customers-	66	213	332	118	72	50	236	1,087
Instruction in Self	Units-	29	216	172	63	27	120	158	785
Advocacy (P)	Customers-	27	213	149	47	19	84	106	645
Graduate College or	Units-	4	12	5	19	4	29	15	88
University Training	Customers-	3	6	5	9	2	15	9	49
Four-Year College or	Units-	416	563	598	331	280	1,732	665	4,585
University Training	Customers-	231	294	323	186	162	907	332	2,435
Junior or Community	Units-	64	69	3	252	5	415	402	1,210
College Training	Customers-	43	43	3	134	3	253	227	706
Occupational or	Units-	62	46	106	102	86	336	88	826
Vocational Training	Customers-	53	37	65	54	57	183	59	508
On-the-Job Training	Units-	1,432	2,408	4,753	1,285	358	1,196	1,110	12,542
	Customers-	387	747	1,295	436	147	350	334	3,696
Basic Academic Remedial	Units-	50	0	2	14	0	11	50	127
or Literacy Training	Customers-	8	0	1	9	0	6	28	52

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Readiness Training	Units-	0	17	34	9	0	8	3	71
	Customers-	0	17	34	9	0	8	3	71
Miscellaneous Training	Units-	90	60	119	340	63	248	134	1,054
	Customers-	71	47	71	200	43	156	80	668
Assessment	Units-	340	865	1,516	703	325	774	849	5,372
	Customers-	340	830	1,485	700	292	760	728	5,135
Diagnosis and Treatment of Impairments	Units-	8,236	8,094	16,747	12,745	5,784	17,666	8,619	77,891
	Customers-	1,167	1,207	1,894	1,665	727	2,004	1,001	9,665
Vocational Rehabilitation Counseling and Guidance*	Units-	0	2	8	9	7	7	6	39
	Customers-	0	1	4	6	1	1	5	18
Job Search Assistance	Units-	516	1,418	2,119	1,219	568	992	1,658	8,490
	Customers-	470	1,233	1,765	1,085	525	813	1,407	7,298
Job Placement Assistance	Units-	819	1,649	2,420	1,359	682	1,287	1,309	9,525
	Customers-	295	587	876	513	237	466	481	3,455
Short Term Job Supports	Units-	26	8	34	10	17	21	48	164
	Customers-	15	7	28	8	12	6	26	102
Supported Employment Services	Units-	309	832	1,201	858	493	266	1,631	5,590
	Customers-	133	351	486	364	212	110	701	2,357
Benefits Counseling	Units-	139	259	484	257	135	96	194	1,564
	Customers-	139	259	484	257	135	96	194	1,564
Customized Employment Services	Units-	384	545	808	617	338	1,248	904	4,844
	Customers-	267	403	559	454	244	805	669	3,401
Transportation	Units-	792	427	1,046	1,424	89	4,019	2,863	10,660
	Customers-	169	144	328	387	33	706	876	2,643
Maintenance	Units-	200	360	157	304	47	316	99	1,483
	Customers-	72	100	65	119	27	87	33	503
Rehabilitation Technology	Units-	436	521	931	711	277	404	327	3,607
	Customers-	228	230	463	331	133	205	189	1,779

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Personal Assistance Services	Units-	0	5	5	0	0	24	7	41
	Customers-	0	2	1	0	0	2	1	6
Technical Assistance incl. Self-Employment	Units-	21	20	20	41	7	105	19	233
	Customers-	15	11	14	31	6	54	10	141
Interpreter Services	Units-	212	847	1,615	658	91	254	292	3,969
	Customers-	41	210	311	148	40	71	123	944
Other Services	Units-	171	402	427	528	119	365	335	2,347
	Customers-	143	353	367	403	102	278	297	1,943

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2022-23. Expenditures are grouped by administration and service provision (purchased client services) expenditures and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using the RSA report definitions and methodology. Service provision expenditures were queried from the VR case management system and calculated using RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$5,438,393	\$6,122,519	\$5,589,165	\$7,863,749	\$7,808,657	\$3,822,246	\$7,183,759	\$4,929,974	\$48,758,462
Indirect Costs	\$640,473	\$853,746	\$777,343	\$1,096,419	\$1,083,348	\$534,883	\$1,000,251	\$686,342	\$6,672,805

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling (P)	\$43,676	\$30,852	\$104,113	\$108,694	\$4,562	\$62,054	\$257,978	\$611,929
Work Based Learning Experiences (P)	\$712,962	\$2,773,676	\$5,049,081	\$1,387,548	\$786,542	\$1,640,844	\$1,366,407	\$13,717,060
Workplace Readiness Training (P)	\$33,000	\$108,000	\$166,500	\$60,000	\$36,000	\$27,802	\$122,500	\$553,802
Instruction in Self Advocacy (P)	\$11,600	\$90,315	\$71,702	\$29,578	\$11,600	\$52,241	\$56,665	\$323,701
Graduate College or University Training	\$11,936	\$63,761	\$22,084	\$127,800	\$22,346	\$146,743	\$113,925	\$508,595
Four-Year College or University Training	\$803,164	\$1,215,150	\$1,231,890	\$799,766	\$436,769	\$3,249,908	\$1,282,821	\$9,019,468
Junior or Community College Training	\$55,261	\$57,680	\$2,648	\$174,275	\$5,322	\$371,897	\$345,678	\$1,012,761

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Occupational or Vocational Training	\$182,745	\$157,923	\$257,993	\$322,407	\$129,934	\$807,979	\$169,436	\$2,028,417
On-the-Job Training	\$741,535	\$1,144,493	\$2,216,794	\$742,740	\$198,856	\$758,995	\$610,812	\$6,414,225
Basic Academic Remedial or Literacy Training	\$42,930	\$0	\$998	\$8,075	\$0	\$36,545	\$31,575	\$120,123
Job Readiness Training	\$0	\$6,800	\$13,600	\$3,600	\$0	\$3,200	\$1,200	\$28,400
Miscellaneous Training	\$184,943	\$106,364	\$216,176	\$507,446	\$50,624	\$784,721	\$420,056	\$2,270,330
Assessment	\$288,660	\$775,725	\$1,510,320	\$659,112	\$308,983	\$678,114	\$813,007	\$5,033,921
Diagnosis and Treatment of Impairments	\$1,701,746	\$1,748,421	\$3,570,608	\$2,698,017	\$1,267,366	\$3,784,886	\$1,768,466	\$16,539,510
Vocational Rehabilitation Counseling and Guidance*	\$0	\$1,080	\$4,560	\$4,883	\$989	\$792	\$2,900	\$15,204
Job Search Assistance	\$273,811	\$868,500	\$1,359,336	\$882,584	\$430,750	\$470,500	\$1,464,750	\$5,750,231
Job Placement Assistance	\$1,287,833	\$2,580,740	\$3,790,031	\$2,109,075	\$1,071,539	\$2,020,370	\$2,040,388	\$14,899,976
Short Term Job Supports	\$5,600	\$3,280	\$14,821	\$5,192	\$8,472	\$10,304	\$21,192	\$68,861
Supported Employment Services	\$537,292	\$1,402,692	\$1,957,107	\$1,388,289	\$816,035	\$427,425	\$2,548,173	\$9,077,013
Benefits Counseling	\$69,500	\$129,500	\$242,000	\$128,500	\$67,500	\$48,000	\$96,650	\$781,650
Customized Employment Services	\$224,022	\$497,645	\$712,295	\$532,576	\$287,508	\$439,402	\$852,987	\$3,546,435
Transportation	\$141,125	\$107,632	\$217,134	\$219,242	\$13,983	\$312,281	\$169,601	\$1,180,998

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$121,444	\$596,679	\$334,966	\$224,344	\$26,244	\$456,839	\$53,224	\$1,813,740
Rehabilitation Technology	\$1,413,816	\$1,789,195	\$2,842,352	\$1,684,162	\$715,917	\$1,299,870	\$1,036,512	\$10,781,824
Personal Assistance Services	\$0	\$1,222	\$9,400	\$0	\$0	\$99,511	\$3,380	\$113,513
Technical Assistance incl. Self-Employment	\$17,300	\$22,700	\$13,910	\$35,980	\$5,000	\$110,030	\$21,850	\$226,770
Interpreter Services	\$74,609	\$424,663	\$573,448	\$379,897	\$21,980	\$275,651	\$136,274	\$1,886,522
Other Services	\$75,557	\$91,732	\$110,650	\$116,216	\$23,761	\$481,425	\$136,451	\$1,035,792
Total	\$9,056,067	\$16,796,420	\$26,616,517	\$15,339,998	\$6,748,582	\$18,858,329	\$15,944,858	\$109,360,771

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(d) Outcomes

The following section includes VR outcome measures for SFY 2022-23. Outcome measures are grouped by VR and supported employment programs and are reported by geographic service area with statewide totals. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	558	835	1081	649	435	855	753	5,166
Cases Closed without Employment	853	1,325	1,638	1,263	693	1,220	1,495	8,487
Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	87	213	257	191	118	71	312	1,249
Supported Employment Cases Closed without Employment	157	286	483	342	174	128	707	2,277
Post-Secondary Enrollment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Enrolled	240	344	585	381	272	1,497	507	3,826
Not Enrolled	965	1,813	2,116	1,732	953	1,849	1,199	10,627
Youth Employment Outcomes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Closed with Employment	90	180	198	90	117	123	91	889
Closed without Employment	162	332	495	334	250	366	361	2,300

Section 4. SFY 2021-22

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2021-22. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR service areas, please refer to the VR service area map in Appendix B (pg. 58). The section also includes a breakdown of customers served by primary disability group, reported by geographic service area and statewide percentage. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	1,456	2,435	3,296	2,428	1,342	2,464	2,496	15,917
Number Determined Eligible	1,281	2,252	3,041	2,218	1,205	2,225	2,283	14,505
Number Receiving Services	4,800	6,931	7,993	6,565	3,266	9,080	6,269	44,904

Service Timeframes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Days between Application and Eligibility Determination	38	38	37	39	33	33	19	34
Days between Application and Plan Development	93	100	91	96	82	95	59	88
Days between Application and Service Provision	246	230	191	205	192	266	150	208

Primary Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Chronic Medical	16.50%	11.44%	10.13%	9.02%	7.96%	5.04%	7.18%	9.25%
Developmental Disability	23.90%	31.51%	34.27%	29.69%	29.45%	17.75%	28.73%	27.60%
Intellectual Disability	6.31%	7.08%	5.94%	5.47%	10.56%	18.47%	9.70%	9.48%
Mental Health	30.83%	30.37%	29.53%	38.67%	34.17%	50.83%	39.99%	37.24%
Orthopedic	13.31%	8.51%	9.83%	8.23%	8.73%	3.23%	4.28%	7.57%
Sensory	8.98%	10.94%	10.21%	8.67%	8.91%	3.90%	5.46%	7.93%
Substance Abuse	0.17%	0.14%	0.09%	0.26%	0.21%	0.78%	4.67%	0.92%
Total	100%	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2021-22. Services include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from the VR case management system and calculated using the RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	Units-	80	25	30	126	30	421	319	1,031
Counseling (P)	Customers-	51	16	19	80	24	210	194	594
Work Based Learning	Units-	1,282	5,672	9,959	2,161	1,713	3,221	1,222	25,230
Experiences (P)	Customers-	285	975	1,499	413	324	538	249	4,283
Workplace Readiness	Units-	26	150	334	120	76	28	145	879
Training (P)	Customers-	26	147	326	120	76	28	145	868
Instruction in Self	Units-	12	154	277	65	44	94	413	1,059
Advocacy (P)	Customers-	12	149	214	54	39	88	167	723
Graduate College or	Units-	7	12	12	7	0	25	5	68
University Training	Customers-	4	5	7	5	0	14	4	39
Four-Year College or	Units-	571	729	738	460	392	1,773	712	5,375
University Training	Customers-	278	362	369	225	200	979	356	2,769
Junior or Community	Units-	70	127	8	281	8	488	353	1,335
College Training	Customers-	44	56	4	139	5	311	232	791
Occupational or	Units-	69	44	75	126	102	420	132	968
Vocational Training	Customers-	48	33	54	70	66	208	85	564
On-the-Job Training	Units-	1,589	1,786	4,800	1,229	433	1,065	946	11,848
	Customers-	433	668	1,373	420	150	291	277	3,612
Basic Academic Remedial	Units-	56	0	2	12	0	30	91	191
or Literacy Training	Customers-	14	0	2	6	0	12	28	62

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
	Units-	0	22	27	14	0	16	1	80
Job Readiness Training	Customers-	0	22	27	14	0	15	1	79
	Units-	105	107	138	361	53	183	93	1,040
Miscellaneous Training	Customers-	77	67	80	206	36	128	64	658
	Units-	343	910	1,666	776	429	747	937	5,808
Assessment	Customers-	343	870	1,638	773	383	729	768	5,504
	Units-	9,200	8,286	17,194	13,576	6,661	16,666	9,084	80,667
Diagnosis and Treatment of Impairments	Customers-	1,180	1,288	2,017	1,852	862	2,023	1,078	10,300
	Units-	0	6	4	13	0	4	18	45
Vocational Rehabilitation Counseling and Guidance*	Customers-	0	2	3	7	0	1	6	19
	Units-	597	1,447	2,212	1,184	623	1,089	1,788	8,940
Job Search Assistance	Customers-	544	1,260	1,868	1,071	578	928	1,556	7,805
	Units-	857	1,842	2,902	1,509	824	1,834	1,568	11,336
Job Placement Assistance	Customers-	322	701	1,107	600	316	664	585	4,295
	Units-	8	13	34	4	8	14	43	124
Short Term Job Supports	Customers-	6	6	30	4	6	5	16	73
	Units-	395	1,050	1,422	994	651	323	1,673	6,508
Supported Employment Services	Customers-	151	406	542	400	239	128	724	2,590
	Units-	129	239	503	273	143	83	164	1,534
Benefits Counseling	Customers-	129	238	503	273	143	83	164	1,533
	Units-	487	632	818	715	431	1,663	842	5,588
Customized Employment Services	Customers-	292	419	508	460	295	916	584	3,474
	Units-	788	323	1,089	1,377	154	3,983	2,062	9,776
Transportation	Customers-	192	112	316	393	61	738	752	2,564
	Units-	111	407	150	296	73	364	135	1,536
Maintenance	Customers-	54	131	60	136	38	103	38	560
	Units-	494	618	943	740	351	501	309	3,956
Rehabilitation Technology	Customers-	229	276	467	353	190	257	183	1,955

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Personal Assistance	<i>Units-</i>	10	37	9	0	1	22	4	83
Services	<i>Customers-</i>	1	4	1	0	1	2	3	12
Technical Assistance	<i>Units-</i>	12	20	12	69	16	73	27	229
incl. Self-Employment	<i>Customers-</i>	9	10	11	42	11	36	12	131
Interpreter Services	<i>Units-</i>	213	690	934	975	146	201	333	3,492
	<i>Customers-</i>	49	173	277	205	61	63	110	938
Other Services	<i>Units-</i>	184	342	357	659	157	406	374	2,479
	<i>Customers-</i>	145	298	310	492	133	346	320	2,044

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2021-22. Expenditures are grouped by administration and service provision (purchased client services) expenditures and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using the RSA report definitions and methodology. Service provision expenditures were queried from the VR case management system and calculated using RSA definitions and methodology (updated per Policy Directive 19-03; RSA-911 Reporting Requirements).

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$6,027,453	\$6,255,925	\$5,763,056	\$8,205,994	\$7,598,338	\$3,973,050	\$7,424,928	\$4,917,418	\$50,166,162
Indirect Costs	\$730,083	\$873,418	\$797,717	\$1,136,736	\$1,055,687	\$554,277	\$1,030,523	\$684,209	\$6,862,650

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling (P)	\$52,536	\$27,411	\$54,916	\$179,822	\$15,417	\$162,301	\$365,474	\$857,877
Work Based Learning Experiences (P)	\$719,598	\$2,721,367	\$4,508,657	\$1,100,843	\$906,064	\$1,527,971	\$671,412	\$12,155,912
Workplace Readiness Training (P)	\$12,802	\$75,000	\$167,000	\$60,000	\$38,000	\$14,000	\$71,906	\$438,708
Instruction in Self Advocacy (P)	\$4,800	\$60,999	\$114,424	\$29,784	\$17,880	\$38,300	\$133,681	\$399,868
Graduate College or University Training	\$27,196	\$95,496	\$35,325	\$40,073	\$0	\$153,343	\$35,664	\$387,097
Four-Year College or University Training	\$985,409	\$1,458,359	\$1,571,165	\$979,515	\$656,877	\$3,397,511	\$1,422,092	\$10,470,928
Junior or Community College Training	\$57,557	\$95,372	\$5,141	\$199,395	\$10,136	\$473,345	\$331,493	\$1,172,439

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Occupational or Vocational Training	\$160,522	\$155,953	\$163,670	\$373,561	\$160,658	\$729,199	\$210,020	\$1,953,583
On-the-Job Training	\$825,414	\$882,628	\$2,233,477	\$694,014	\$226,587	\$606,598	\$578,071	\$6,046,789
Basic Academic Remedial or Literacy Training	\$30,467	\$0	\$627	\$6,498	\$0	\$68,303	\$61,847	\$167,742
Job Readiness Training	\$0	\$8,800	\$10,800	\$5,700	\$0	\$6,500	\$1,167	\$32,967
Miscellaneous Training	\$164,649	\$153,054	\$257,910	\$501,770	\$92,628	\$431,898	\$252,985	\$1,854,894
Assessment	\$291,843	\$820,290	\$1,658,445	\$720,516	\$409,377	\$666,639	\$918,884	\$5,485,994
Diagnosis and Treatment of Impairments	\$1,702,995	\$1,713,989	\$3,987,060	\$2,897,377	\$1,419,959	\$3,366,243	\$1,762,349	\$16,849,972
Vocational Rehabilitation Counseling and Guidance*	\$0	\$351	\$2,339	\$6,980	\$0	\$910	\$4,979	\$15,559
Job Search Assistance	\$357,487	\$929,117	\$1,448,469	\$785,836	\$462,170	\$503,785	\$1,614,353	\$6,101,217
Job Placement Assistance	\$1,431,344	\$3,127,381	\$4,952,258	\$2,521,265	\$1,346,284	\$3,039,889	\$2,624,204	\$19,042,625
Short Term Job Supports	\$3,040	\$6,632	\$14,576	\$704	\$3,387	\$3,056	\$27,464	\$58,859
Supported Employment Services	\$721,249	\$1,839,876	\$2,566,365	\$1,768,512	\$1,086,382	\$569,385	\$2,675,767	\$11,227,536
Benefits Counseling	\$64,500	\$119,500	\$251,500	\$136,500	\$71,500	\$41,500	\$82,000	\$767,000
Customized Employment Services	\$191,228	\$447,915	\$535,023	\$460,914	\$299,070	\$483,628	\$616,248	\$3,034,026
Transportation	\$132,546	\$92,226	\$200,413	\$149,171	\$17,393	\$270,606	\$134,145	\$996,500

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$92,882	\$511,290	\$297,528	\$227,775	\$62,657	\$519,676	\$84,693	\$1,796,501
Rehabilitation Technology	\$1,673,253	\$1,842,955	\$3,373,593	\$2,207,557	\$1,118,079	\$1,610,126	\$1,019,019	\$12,844,582
Personal Assistance Services	\$10,380	\$34,780	\$7,387	\$0	\$1,935	\$55,015	\$7,153	\$116,650
Technical Assistance incl. Self-Employment	\$13,150	\$21,450	\$10,600	\$63,350	\$13,150	\$77,100	\$28,100	\$226,900
Interpreter Services	\$41,103	\$503,479	\$371,327	\$803,597	\$39,045	\$93,841	\$117,747	\$1,970,139
Other Services	\$246,368	\$118,194	\$66,968	\$226,475	\$40,242	\$348,178	\$108,063	\$1,154,488
Total	\$10,014,318	\$17,863,864	\$28,866,963	\$17,147,504	\$8,514,877	\$19,258,846	\$15,960,980	\$117,627,352

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(d) Outcomes

The following section includes VR outcome measures for SFY 2021-22. Outcome measures are grouped by VR and supported employment programs, and are reported by geographic service area with statewide totals. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	651	824	1200	726	497	1042	729	5,669
Cases Closed without Employment	930	1,602	1,657	1,329	768	1,230	1,577	9,093
Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	84	203	271	201	130	74	265	1,228
Supported Employment Cases Closed without Employment	138	335	416	335	182	114	673	2,193
Post-Secondary Enrollment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Enrolled	215	313	579	404	353	1,643	550	4,057
Not Enrolled	1,141	2,185	2,216	1,755	1,038	2,052	1,542	11,929
Youth Employment Outcomes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Closed with Employment	102	188	257	106	112	181	89	1,035
Closed without Employment	190	460	480	384	283	419	415	2,631

Section 5. SFY 2020-21

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2020-21. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR services areas, please refer to the VR service area map in Appendix B (pg. 58). The section also includes a breakdown of customers served by primary disability group, reported by geographic service area and statewide percentage. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	1,403	2,455	3,017	2,224	1,380	2,678	2,118	15,275
Number Determined Eligible	1,204	2,177	2,815	1,979	1,230	2,440	1,929	13,774
Number Receiving Services	4,951	7,382	8,528	6,354	3,312	9,316	6,482	46,325
Service Timeframes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Days between Application and Eligibility Determination	40	40	37	40	35	31	23	35
Days between Application and Plan Development	111	110	103	99	98	93	70	97
Days between Application and Service Provision	256	280	222	212	208	268	175	232
Primary Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Chronic Medical	15.15%	11.1%	11.2%	9.9%	9.3%	4.9%	7.4%	9.5%
Developmental Disability	22.97%	29.5%	31.9%	28.0%	27.0%	16.1%	27.1%	25.8%
Intellectual Disability	6.85%	7.8%	6.1%	6.1%	11.0%	20.5%	10.9%	10.4%
Mental Health	32.6%	31.8%	30.5%	39.6%	35.5%	50.8%	38.4%	37.7%
Orthopedic	13.3%	8.8%	10.0%	8.2%	9.0%	3.2%	4.7%	7.7%
Sensory	8.9%	10.8%	10.3%	7.9%	8.1%	3.9%	6.1%	7.9%
Substance Abuse	0.3%	0.2%	0.1%	0.3%	0.2%	0.6%	5.4%	1.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2020-21. Services include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from the VR case management system and calculated using the RSA definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	Units-	38	25	80	128	50	770	450	1,541
Counseling (P)	Customers-	29	21	48	84	39	406	283	910
Work Based Learning	Units-	702	3,660	7,348	1,979	1,039	2,317	542	17,587
Experiences (P)	Customers-	200	768	1,123	380	246	422	178	3,317
Workplace Readiness	Units-	49	192	353	84	97	104	213	1,092
Training (P)	Customers-	48	183	342	83	96	101	208	1,061
Instruction in Self	Units-	3	96	183	45	41	136	703	1,207
Advocacy (P)	Customers-	3	96	146	39	40	105	286	715
Graduate College or	Units-	4	17	6	5	1	20	0	53
University Training	Customers-	2	9	3	4	1	11	0	30
Four-Year College or	Units-	596	745	808	452	489	1,859	735	5,684
University Training	Customers-	298	381	415	236	240	997	358	2,925
Junior or Community	Units-	95	129	28	364	14	687	568	1,885
College Training	Customers-	54	76	16	189	8	439	318	1,100
Occupational or	Units-	78	57	68	116	154	449	129	1,051
Vocational Training	Customers-	53	34	46	68	101	225	85	612
On-the-Job Training	Units-	1,009	1,348	3,462	1,032	398	535	702	8,486
	Customers-	280	410	808	337	131	149	201	2,316
Basic Academic Remedial	Units-	74	0	3	2	0	21	124	224
or Literacy Training	Customers-	17	0	2	2	0	7	41	69

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
	<i>Units-</i>	1	13	42	5	0	4	7	72
Job Readiness Training	<i>Customers-</i>	1	13	41	4	0	4	6	69
	<i>Units-</i>	58	72	104	308	46	214	94	896
Miscellaneous Training	<i>Customers-</i>	38	51	73	204	35	126	74	601
	<i>Units-</i>	306	881	1,474	742	453	920	830	5,606
Assessment	<i>Customers-</i>	306	853	1,461	739	432	904	723	5,418
	<i>Units-</i>	8,767	7,207	12,976	10,687	5,656	15,805	10,403	71,501
Diagnosis and Treatment of Impairments	<i>Customers-</i>	1,161	1,472	1,861	1,748	893	2,316	1,108	10,559
	<i>Units-</i>	0	1	7	0	0	0	9	17
Vocational Rehabilitation Counseling and Guidance*	<i>Customers-</i>	0	1	3	0	0	0	4	8
	<i>Units-</i>	213	616	1,037	603	333	509	942	4,253
Job Search Assistance	<i>Customers-</i>	201	595	988	563	313	476	912	4,048
	<i>Units-</i>	448	1,329	1,810	1,156	602	1,282	890	7,517
Job Placement Assistance	<i>Customers-</i>	210	626	859	573	265	585	417	3,535
	<i>Units-</i>	7	9	35	2	14	8	38	113
Short Term Job Supports	<i>Customers-</i>	5	6	32	2	11	2	19	77
	<i>Units-</i>	243	704	926	850	406	217	1,077	4,423
Supported Employment Services	<i>Customers-</i>	107	306	412	364	177	97	476	1,939
	<i>Units-</i>	106	231	448	225	123	66	114	1,313
Benefits Counseling	<i>Customers-</i>	106	230	446	225	123	66	114	1,310
	<i>Units-</i>	585	721	768	672	462	1,995	903	6,106
Customized Employment Services	<i>Customers-</i>	322	397	419	394	273	981	498	3,284
	<i>Units-</i>	428	317	569	1,994	87	279	402	4,076
Transportation	<i>Customers-</i>	132	143	252	386	34	217	214	1,378
	<i>Units-</i>	143	300	140	310	65	320	94	1,372
Maintenance	<i>Customers-</i>	67	103	52	145	29	96	40	532
	<i>Units-</i>	412	733	774	619	302	419	417	3,676
Rehabilitation Technology	<i>Customers-</i>	209	355	387	307	159	227	236	1,880

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Personal Assistance	Units-	3	24	0	6	2	8	9	52
Services	Customers-	1	3	0	1	1	1	2	9
Technical Assistance	Units-	11	27	29	59	16	76	27	245
incl. Self-Employment	Customers-	9	16	23	35	11	33	13	140
Interpreter Services	Units-	172	829	643	618	75	157	223	2,717
	Customers-	47	221	227	156	35	53	91	830
Other Services	Units-	155	282	361	731	122	297	336	2,284
	Customers-	126	243	309	515	107	191	304	1,795

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2020-21. Expenditures are grouped by administration and service provision (purchased client services) expenditures and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using the RSA report definitions and methodology. Service provision expenditures were queried from the VR case management system and calculated using RSA definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements).

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$4,950,493	\$5,902,316	\$6,341,344	\$8,175,628	\$7,790,872	\$4,137,271	\$8,218,290	\$4,793,402	\$50,309,616
Indirect Costs	\$620,915	\$830,800	\$892,597	\$1,144,429	\$1,094,026	\$580,884	\$1,151,408	\$675,059	\$6,990,118

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling (P)	\$92,053	\$20,237	\$88,528	\$174,718	\$33,937	\$365,637	\$374,104	\$1,149,214
Work Based Learning Experiences (P)	\$475,001	\$2,155,340	\$4,232,343	\$1,174,829	\$596,824	\$1,243,100	\$370,452	\$10,247,889
Workplace Readiness Training (P)	\$18,164	\$83,526	\$146,602	\$33,684	\$41,372	\$43,882	\$85,710	\$452,940
Instruction in Self Advocacy (P)	\$1,200	\$38,700	\$76,563	\$18,731	\$16,600	\$57,173	\$205,152	\$414,119
Graduate College or University Training	\$21,546	\$105,729	\$26,239	\$19,796	\$370	\$152,394	\$0	\$326,074
Four-Year College or University Training	\$1,087,062	\$1,639,597	\$1,758,058	\$1,009,796	\$701,545	\$3,733,801	\$1,503,836	\$11,433,695
Junior or Community College Training	\$106,142	\$102,001	\$31,233	\$320,614	\$11,686	\$626,369	\$509,846	\$1,707,891

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Occupational or Vocational Training	\$158,132	\$136,822	\$151,655	\$264,962	\$201,991	\$641,406	\$255,596	\$1,810,564
On-the-Job Training	\$560,939	\$721,217	\$1,916,148	\$666,792	\$232,905	\$313,585	\$496,283	\$4,907,869
Basic Academic Remedial or Literacy Training	\$34,788	\$0	\$4,050	\$800	\$0	\$46,740	\$102,825	\$189,203
Job Readiness Training	\$400	\$5,200	\$17,000	\$2,200	\$0	\$1,600	\$5,000	\$31,400
Miscellaneous Training	\$69,877	\$122,477	\$242,391	\$378,799	\$63,756	\$697,067	\$245,000	\$1,819,367
Assessment	\$259,785	\$778,784	\$1,404,726	\$679,423	\$414,489	\$796,344	\$796,890	\$5,130,441
Diagnosis and Treatment of Impairments	\$2,046,077	\$1,638,406	\$3,168,323	\$2,511,384	\$1,334,222	\$3,180,993	\$1,621,961	\$15,501,366
Vocational Rehabilitation Counseling and Guidance*	\$0	\$600	\$2,068	\$0	\$0	\$0	\$2,528	\$5,196
Job Search Assistance	\$177,340	\$556,319	\$886,754	\$581,024	\$332,801	\$279,395	\$1,016,631	\$3,830,264
Job Placement Assistance	\$868,590	\$2,550,581	\$3,516,865	\$2,199,450	\$1,149,090	\$2,436,402	\$1,700,638	\$14,421,616
Short Term Job Supports	\$2,920	\$2,936	\$14,978	\$960	\$8,445	\$3,664	\$19,144	\$53,047
Supported Employment Services	\$471,653	\$1,405,653	\$1,831,851	\$1,686,338	\$807,432	\$446,669	\$2,014,832	\$8,664,428
Benefits Counseling	\$53,000	\$115,500	\$224,250	\$112,500	\$61,500	\$33,000	\$57,000	\$656,750
Customized Employment Services	\$178,214	\$266,468	\$260,457	\$236,587	\$147,912	\$532,742	\$276,969	\$1,899,349
Transportation	\$57,170	\$43,330	\$78,332	\$146,652	\$17,135	\$25,833	\$43,917	\$412,369

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$96,382	\$338,602	\$237,912	\$157,835	\$41,348	\$502,388	\$63,627	\$1,438,094
Rehabilitation Technology	\$1,088,407	\$1,868,102	\$2,303,185	\$1,434,467	\$614,740	\$1,413,804	\$1,381,737	\$10,104,442
Personal Assistance Services	\$3,900	\$13,455	\$0	\$11,130	\$1,980	\$20,764	\$13,238	\$64,467
Technical Assistance incl. Self-Employment	\$10,250	\$25,700	\$25,550	\$54,850	\$17,900	\$82,150	\$31,455	\$247,855
Interpreter Services	\$113,890	\$343,510	\$294,559	\$402,419	\$27,028	\$40,966	\$48,668	\$1,271,040
Other Services	\$62,277	\$108,290	\$121,254	\$207,007	\$47,469	\$335,849	\$117,946	\$1,000,092
Total	\$8,115,159	\$15,187,082	\$23,061,874	\$14,487,747	\$6,924,477	\$18,053,717	\$13,360,985	\$99,191,041

(P) denotes Pre-Employment Transition Services

*VR Counseling and Guidance services are provided primarily by VR staff.

(d) Outcomes

The following section includes VR outcome measures for SFY 2020-21. Outcome measures are grouped by VR and supported employment programs, and are reported by geographic service area with statewide totals. Data was queried from the VR case management system and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	603	839	1047	636	439	941	550	5,055
Cases Closed without Employment	607	1,375	1,911	948	640	1,092	1,497	8,070
Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	70	162	189	165	108	54	182	930
Supported Employment Cases Closed without Employment	83	318	458	248	170	89	582	1,948
Post-Secondary Enrollment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Enrolled	107	208	603	357	397	1,588	422	3,682
Not Enrolled	1,390	2,476	2,387	1,858	1,046	2,458	1,981	13,596
Youth Employment Outcomes	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Closed with Employment	75	194	191	114	102	181	94	951
Closed without Employment	157	375	568	263	243	421	418	2,445

Appendix A. Performance Measure Definitions

Measure	Definition
Administration Expenditures	Expenditures incurred in the performance of administrative functions under the vocational rehabilitation program, including expenses related to program planning, development, monitoring and evaluation. Examples include, but are not limited to, expenditures for quality assurance; budgeting, accounting, financial management and information systems; providing program information to the public; technical assistance and support services to other state agencies, private nonprofit organizations, and businesses and industries; State Rehabilitation Council and other advisory committees; professional organization membership dues for Designated State Unit (DSU) employees; the removal of architectural barriers in state VR agency offices and state-operated rehabilitation facilities; operating and maintaining DSU facilities, equipment, and grounds; supplies; administration of the Comprehensive System of Personnel Development, including personnel administration, training and staff development; administrative salaries, including support staff; travel costs, costs incurred in conducting reviews of determinations made by personnel of the DSU; and legal expenses (34 CFR 361.5(c)(2)).
Assessment	Services provided and activities performed to determine an individual's eligibility for VR services, to assign an individual to a priority category of a state VR agency that operates under an order of selection and/or to determine the nature and scope of VR services to be included in the Individualized Plan for Employment (IPE). Included are trial work experiences and extended evaluations. Assessments to determine eligibility, assignment of a priority category or the nature or scope of services to be included on the IPE include, but are not limited to, psychological assessments; audiological evaluations; dental and medical exams and other assessments of personality, interests, interpersonal skills, intelligence and related functional capacities; educational achievements, work experience, vocational aptitudes; personal and social adjustments; and employment opportunities of the individual and the medical, psychiatric, psychological and other pertinent vocational, educational, cultural, social, recreational and environmental factors that affect the employment and rehabilitation needs of the individual. (34 CFR 361.5(c)(5) and 34 CFR 361.48)

Measure	Definition
Basic Academic Remedial or Literacy Training	Literacy training or training provided to remediate basic academic skills that are needed to function on the job in the competitive labor market.
Benefits Counseling	Assistance provided to an individual who is interested in becoming employed, but is uncertain of the impact work income may have on any disability benefits and entitlements being received, and/or is not aware of benefits, such as access to healthcare, that might be available to support employment efforts. This typically involves an analysis of an individual's current benefits, such as SSDI and SSI, the individual's financial situation and the effect different income levels from work will have on the individual's future financial situation. This assistance is intended to provide the individual an opportunity to make an informed decision regarding the pursuit of employment. Ongoing assistance may also be provided as the individual decides on employment goals, searches for jobs, and becomes employed.
Closed cases with employment (VR and SE)	Counts successful closures. Customer cases closed with employment are counted if they exited the program in competitive integrated employment or self-employment during the month being reported.
Closed cases without employment (VR and SE)	Counts "in service" cases closed without employment. Reasons for a customer's case closure without employment include, but are not limited to, the following situations; customer is no longer interested in services, unable to locate/contact, transferred to another agency, death, in jail or prison, in institution other than prison/ jail, transportation not feasible or available, disability is too significant, or customer is receiving extended employment services.
Customized Employment Services	Services that involve a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports and job opportunities for an individual with a disability and that lead to an employment outcome of customized employment, including self-employment. A key factor in deciding if a service is a customized employment service is the presence of employer negotiation, including customizing a job description based on current unidentified and unmet needs of the employer and the needs of the employee; developing a set of job duties or tasks; developing a work schedule (including determining hours worked); determining a job location; developing a job arrangement (such as job carving, job sharing, or a split schedule); or determining specifics of supervision.

Measure	Definition
Diagnosis and Treatment of Impairments	Diagnosis and treatment of impairments are those services beyond assessment as defined in 34 CFR 361.5(c)(5). This category is not meant to include assessment services such as a psychological or psychiatric evaluation or medical or dental exam. The services in this service category refer to the diagnosed disability and are necessary for the achievement of the individual's employment goal. (34 CFR 361.48) Diagnosis and Treatment of Impairments means: a) Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a physical or mental impairment that constitutes a substantial impediment to employment; b) Diagnosis and treatment for mental and emotional disorders by qualified personnel who meet state licensure laws; c) Dentistry; d) Nursing services; Diagnosis and Treatment of Impairments includes: a) Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a physical or mental impairment that constitutes a substantial impediment to employment; b) Diagnosis and treatment for mental and emotional disorders by qualified personnel who meet state licensure laws; c) Dentistry; d) Nursing services; e) Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment; f) Drugs and supplies; g) Prescription of prosthetics and/or orthotics related to the individual's diagnosed disability and necessary for the achievement of the employment outcome; h) Prescription of eyeglasses and visual services, including visual training, related to the individual's diagnosed disability and necessary for the achievement of the employment outcome; i) Podiatry;

Measure	Definition
	j) Physical therapy; k) Occupational therapy; l) Speech or hearing therapy; m) Mental health services; n) Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and mental restoration services or that are inherent in the condition under treatment (34 CFR 365.1(c)(39)); o) Special services for the treatment of individuals with end-stage renal disease, including transplantation, dialysis, artificial kidneys and supplies; p) Other medical or medically related rehabilitation services; and q) Medical care for acute conditions arising during rehabilitation and constituting a barrier to the achievement of an employment outcome.
Direct Administration Costs	The amount expended on direct costs, including administrative personnel, and all other VR and SE program administrative expenses. Other administrative expenses include staff travel, rent, utilities and supply costs, etc. of administration, district and field offices, as well as personnel costs of supervisors who do not manage a caseload or perform the functions of a VR counselor.
Disability-Related Skills Training	Disability-related augmentative skills training includes, but is not limited to, orientation and mobility; rehabilitation teaching; training in the use of low vision aids; Braille; speech reading; sign language; and cognitive training/retraining.
Employment Rate	The employment rate is calculated by dividing the number of cases closed with employment by the sum of the number of cases closed with employment and the number of cases closed without employment.
Four-Year College or University Training	Full-time or part-time academic training leading to a baccalaureate degree, a certificate or other recognized educational credential. Such training may be provided by a four-year college, university or technical college.
Graduate College or University Training	Full-time or part-time academic training leading to a degree recognized as being beyond a baccalaureate degree, such as a Master of Science, Arts (M.S. or M.A.), Doctor of Philosophy (Ph.D.) or Doctor of Jurisprudence (J.D.). Such training may be provided by a college or university.

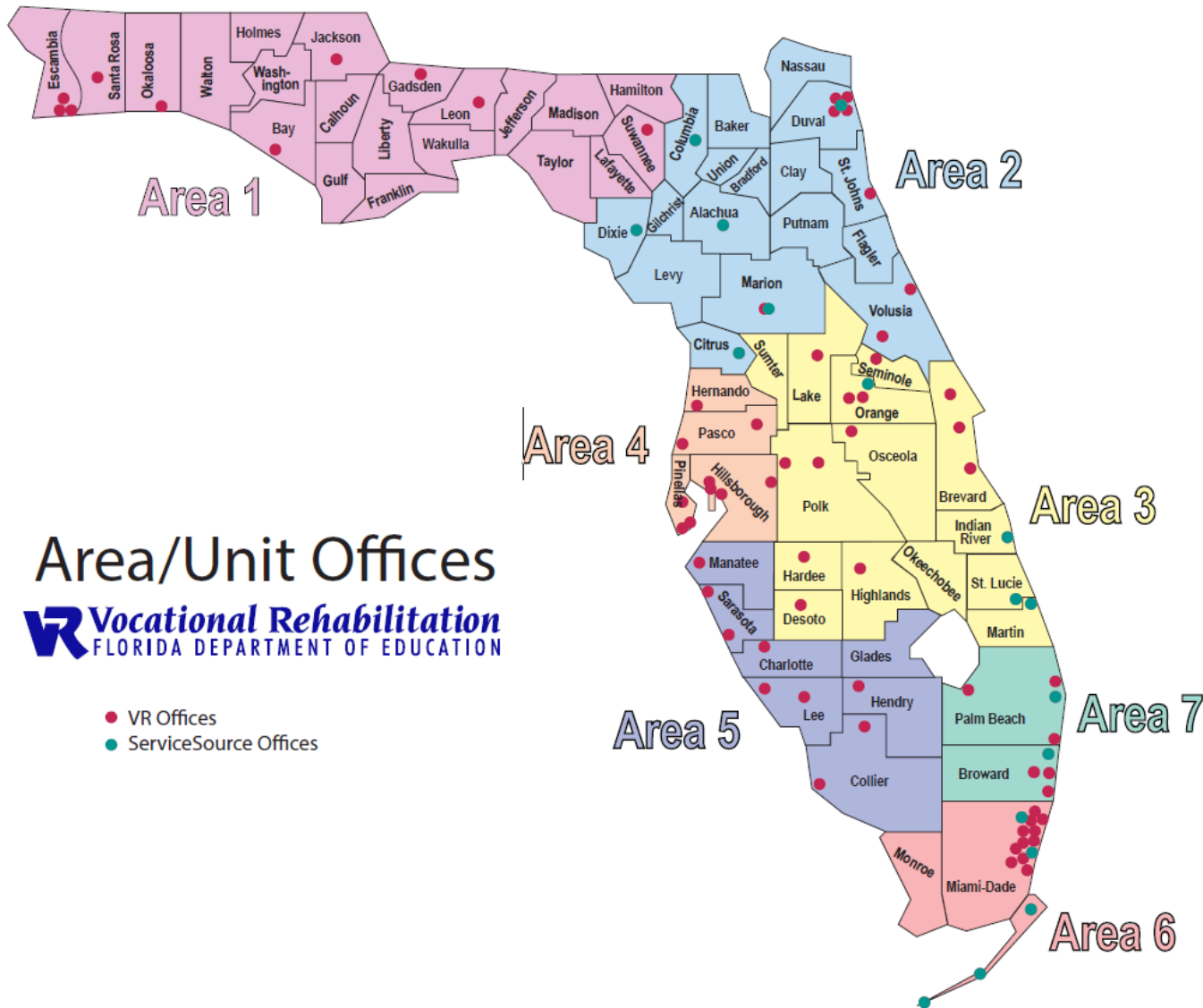
Measure	Definition
Home Modification	Includes necessary home modification services that address appropriate accommodations to, and modifications of, any living space occupied by a VR program participant. These may include additions, improvements, modifications, replacements, rearrangements, reinstallations, renovations or alterations to capital assets that materially increase their value or useful life.
Indirect Administration Costs	The amount expended for administrative costs claimed through either an approved Indirect Cost Rate Agreement or Cost Allocation Plan (2 CFR 225, Appendix B), including administration personnel.
Instruction to Self-Advocacy	Teaches students self-determination skills such as self-advocacy and self-awareness. Youth peer mentoring leverages like-aged peers to engage youth by connecting them to long-term community resources and delivering initial social supports.
Interpreter Services	Sign language or oral interpretation services for individuals who are deaf or hard of hearing and tactile interpretation services for individuals who are deaf-blind. Specially trained individuals perform sign language or oral interpretation. Also includes real-time captioning services for persons who are deaf or hard of hearing.
Job Exploration Counseling	Includes guidance, discussion, assessments, training and support materials to help students identify skills, abilities, aptitude and interests and explore career options after high school.
Job Placement Assistance	Referral to a specific job resulting in an interview, whether or not the individual obtained the job.
Job Readiness Training	Training to prepare an individual for the world of work (e.g., appropriate work behaviors, getting to work on time, appropriate dress and grooming, increasing productivity).
Job Search Assistance	Job search activities support and assist an individual in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills and making contacts with companies on behalf of the consumer.
Junior or Community College Training	Full-time or part-time academic training above the high school level leading to an associate degree, a certificate or other recognized educational credential. Such training may be provided by a community college, junior college or technical college.
Maintenance	Monetary support provided for those expenses such as food, shelter and clothing that are in excess of the normal expenses of the individual, and that are necessitated by the individual's

Measure	Definition
	participation in an assessment for determining eligibility and VR needs or while receiving services under an IPE. Examples of maintenance expenses include, but are not limited to: a. cost of uniforms or other suitable clothing required for an individual's job placement or job seeking activities; b. cost of short-term expenses, such as food and shelter, that is required for an individual to participate in assessment or vocational training at a site that is not within commuting distance of an individual's home; c. initial one-time costs, such as security deposits or charges for the initiation of utilities, that are required for an individual to relocate for a job placement; and d. cost of an individual's participation in enrichment activities related to that individual's training program.
Miscellaneous Training	Any training not recorded in one of the other categories listed, including GED or high school training leading to a diploma or courses taken at four-year, junior or community colleges.
Number determined eligible	Includes only eligibility decisions where the customer is determined to be eligible.
Number of applicants	Includes all customers who applied for VR services during the timeframe being reported.
Number received services	Number of customers who are active and reached "in service" status by the end of the month.
Occupational or Vocational Training	Occupational, vocational or job skill training provided by a community college and/or business, vocational/trade or technical school to prepare students for gainful employment in a recognized occupation, not leading to an academic degree or certification. This would include selected courses or programs of study at a community college, four-year college, university, technical college, or proprietary schools or programs.
On-the-Job Training	Training in specific job skills by a prospective employer. Generally the trainee is paid during this training and will remain in the same or a similar job upon successful completion.
Other Services	All other VR services that cannot be recorded elsewhere. Included here are occupational licenses, tools and equipment, initial (start-up) materials and supplies. Per direction from RSA in September 2015, this category also includes pre-employment transition services and extended supported employment services to youth with the most significant disabilities for federal reporting purposes, until FFY 2017-18.

Measure	Definition
Percent served by disability classification/group	Percent of all customers who have entered services who are in a specific disability classification (SFY 2023-24 and after) or group (prior to SFY 2023-24).
Personal Attendant Services	Personal services that an attendant performs for an individual with a disability including, but not limited to, bathing, feeding, dressing, providing mobility and transportation, etc., in multiple settings to include home, work and training facilities/school.
Rehabilitation Technology	Systematic application of technologies, engineering methodologies or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, transportation, independent living, recreation, home and vehicular modification, other assistive devices including, but not limited to hearing aids, low vision aids and wheelchairs. Includes rehabilitation engineering, assistive technology devices and assistive technology services. See also 34 CFR 361.5(c)(45). The term includes Rehabilitation Engineering Services, which is the systematic application of engineering sciences to design, develop, test, evaluate, apply and distribute technological solutions to problems confronted by VR individuals in functional areas such as mobility, communications, hearing, vision and cognition.
Return on Investment (ROI)	The ROI amount is an estimation of the tax and economic benefits generated by gainfully employed VR customers' adjusted, additional income obtained over their work life, as a result of services received from VR.
Short Term Job Supports	Support services provided to an individual who has been placed in employment in order to stabilize the placement and enhance job retention. Such services include short-term job coaching for persons who do not have a supported employment goal consistent with the employment goal on their IPEs.
Supported Employment Services	Ongoing support services, including customized employment and other appropriate services needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability in supported employment that are (1) Organized and made available, singly or in combination, in such a way as to assist an eligible individual to achieve competitive integrated employment; (2) Based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment; (3) Provided by the designated state unit for a period of time not to exceed 24 months, unless under special

Measure	Definition
	circumstances the eligible individual and the rehabilitation counselor jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment; and (4) Following transition as post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.
Technical Assistance Services including Self-Employment	Services provided to conduct market analyses, to develop business plans and to provide resources to individuals in the pursuit of self-employment, telecommuting and small business operation outcomes.
Transportation	Transportation, including adequate training in the use of public transportation vehicles and systems, travel and related expenses that are necessary to enable an applicant or eligible individual to participate in a VR service. Examples of transportation services/expenses include, but are not limited to: a. travel and related expenses for a personal care attendant or aide if the services of that person are necessary to enable the individual to travel to participate in any VR service; b. relocation expenses incurred by the individual in connection with a job placement that is a significant distance from the individual's current residence; c. purchase and repair of vehicles, including vans. This specifically excludes the modification of vehicles, which is to be reported as rehabilitation technology; and d. training in the use of public transportation vehicles and systems.
Vocational Rehabilitation Counseling and Guidance	Includes information and support services to assist an individual in exercising informed choice and is distinct from the case management relationship that exists between the counselor and the individual during the VR process.
Work Based Learning Experiences	On-the-Job Trainings are community-based work experiences offering the student a place to practice social skills, gain an understanding of work, learn about different work environments and identify work accommodations.
Workplace Readiness Training	Workplace readiness training focuses on employability skills including resume writing, interviewing, applying for jobs and social/interpersonal skills for the employment.

Appendix B. VR Service Area Map



Appendix C. Notable Events Impacting Service Delivery during Reporting Timeframe

Order of Selection Plan. Florida VR implemented an Order of Selection (OOS) in August 2008 consistent with the federal Rehabilitation Act. Federal rules require that when a program cannot serve every eligible individual who applies due to resource constraints (financial or personnel), it must prioritize services to individuals with the most significant barriers to employment. Under the plan, Florida has three (3) priority service categories: Category 1 (individuals with the most significant disabilities), Category 2 (individuals with significant disabilities), and Category 3 (other eligible individuals). Individuals are released from the specific OOS category, according to their application date. For example, there must be no one waiting in Category 1 before individuals can be released from Category 2, and there must be no one waiting in either Category 1 or 2 before individuals can be released from Category 3.

Although all three priority service categories are currently open with no wait, VR has elected to remain under an Order of Selection at this time to exercise responsible resource management. The table below provides a historical timeline of VR's efforts to serve all customers previously in the Order of Selection Category 3.

Category 3 Status	Number of Customers	Average Wait Time
October 2021	1	1 day
September 2022	11	12 days
September 2023	55	90 days
September 2024	0	0 days
September 2025	0	0 days

The Workforce Innovation and Opportunity Act (WIOA). Signed into law on July 22, 2014, the federal Workforce Innovation and Opportunity Act (WIOA) includes major revisions to the federal Rehabilitation Act of 1973. WIOA went into effect July 1, 2015, and final regulations were released to the states in October 2016. The act makes several revisions to the vocational rehabilitation program that include:

- Prioritizing services to students and youth with disabilities by increasing opportunities to practice and improve workplace skills, including internships and apprenticeships;
- Aligning federally-funded employment programs by mandating joint planning between vocational rehabilitation programs, the workforce system, adult education and literacy programs and programs funded under the Wagner-Peyser Act;
- Expanding VR's mission to include employers as a primary customer, focusing on better identifying and meeting employer needs, increasing employer engagement to provide work-based learning experiences for VR customers of all ages, and identifying competitive, integrated employment opportunities for individuals with disabilities in the job-driven workforce;
- Emphasizing a substantial increase in work experiences in competitive, integrated employment settings, the expanded use of customized and supported employment, an expanded array of individualized services (particularly for youth); and
- Establishing common performance measures for WIOA core partners that necessitate increased coordination and data sharing.

For more information on the data in this report, please contact:

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Division of Vocational Rehabilitation

Area 3 Director's Report
Florida Rehabilitation Council
May 12, 2026




1



Presenter

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2

Objectives

Identifying the gaps in timely service delivery to our participants.

Explain how a change in practices is resulting in improved outcomes.

Discuss how continued improvement and sustainability are being achieved.

Where are we now?



3

Gaps in Timelines

Referrals being scheduled past 60 days.

Application to Individualized Plan for Employment – over 90 days.

Referral to IPE – January 2026 - 130 days.



4

What Have These Gaps Shown?

- A rise in participant complaints.
- Unnecessary delays in services.
- Decreased motivation and increased frustrations.
- Participants are less likely to remain engaged.



5

Call for Action - A Change in Practices

- Supervisors will monitor referrals to ensure assignment.
- Direct contact with the participant to schedule the intake and ensure required documents are made available.
- Reminder phone calls will be made within 24 hours of the scheduled appointment.
- We will utilize resources throughout the Area if a vacancy is impacting timeliness.



6

Other Practices in the Process

- Proof of Social Security benefits for a disability should result in presumptive eligibility.
- If further evaluation is needed, appointments will be scheduled the same day as intake.
- Release of information will be sent immediately after intake, so that requested documentation can be received.
- Follow up on requested information should be happening no later than 7 days.



7

Timely and Appropriate IPE Practices

- Provide a date for the Individualized Plan for Employment (IPE) planning meeting on the same day eligibility is determined.
 - Person-centered approach that honors the whole person.
 - Include labor market data for informed decision-making.



8

Monitoring and Accountability

Leadership has strategically implemented the following:

- Weekly meetings with all Vocational Rehabilitation Supervisors and Area Supervisors.
- Vocational Rehabilitation Supervisors meet weekly with all Unit staff.
- Review of all data on case processing done weekly with follow up to staff.
- Ensure staff know how to utilize case management tools for efficiency and effectiveness.
- Targeted goals and progress are communicated regularly.



9

Where Do We Stand?

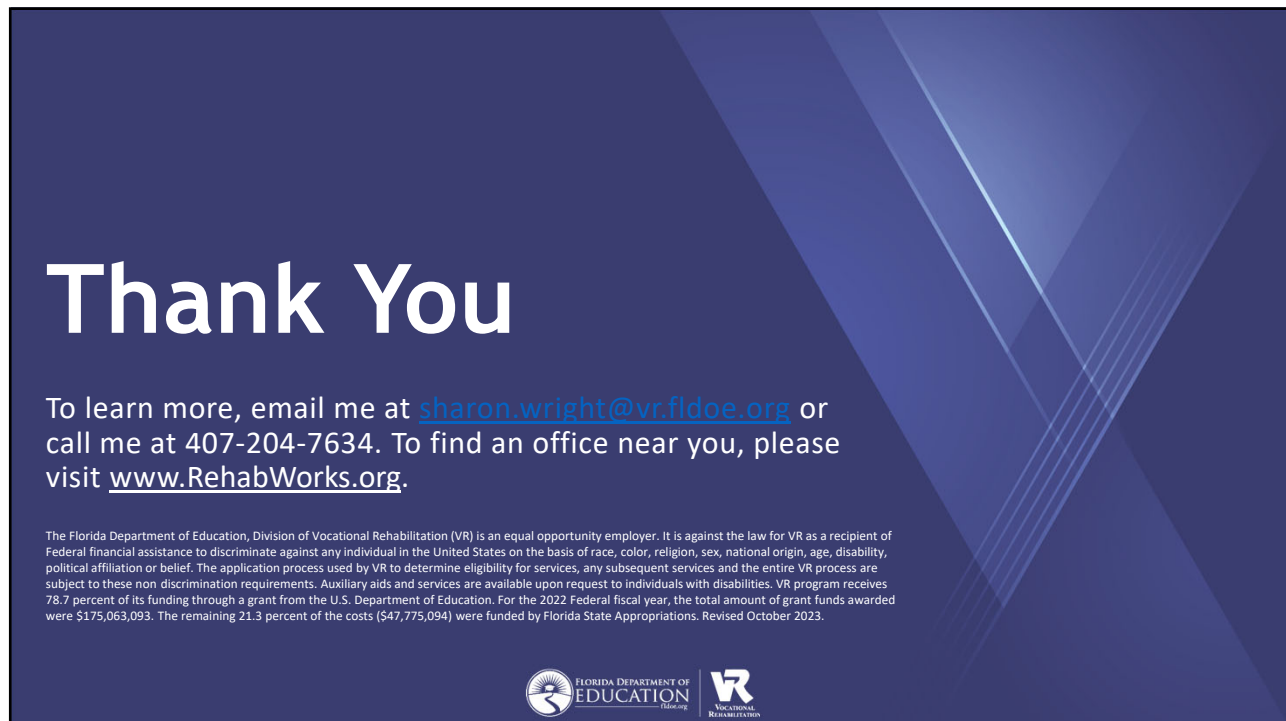
- New referrals are being scheduled for intakes on average within 48 days and some within 30 days, which is the target.
- Application to IPE days in status has decreased to 72 days, with an original goal of 75 days.
- The average for referral to IPE days in status has decreased to 118 days as of April 2026.
- Competitive Integrated Employment (CIE) as of early April 2026 had reached 663 outcomes for Area 3.



10



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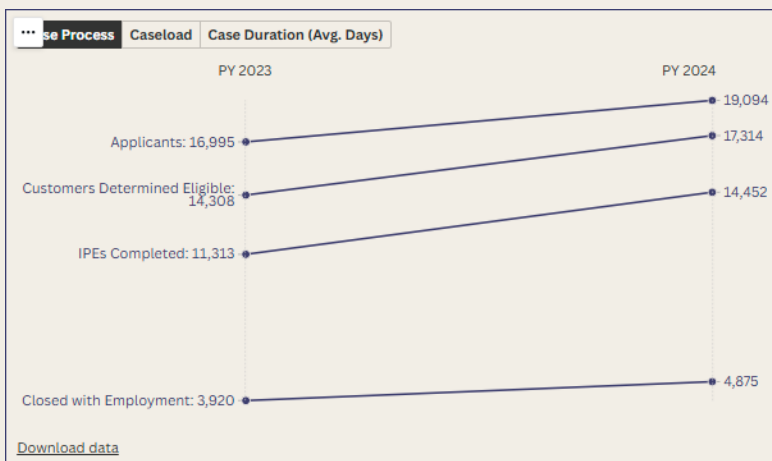


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PY 2023 to PY 2024 Comparison

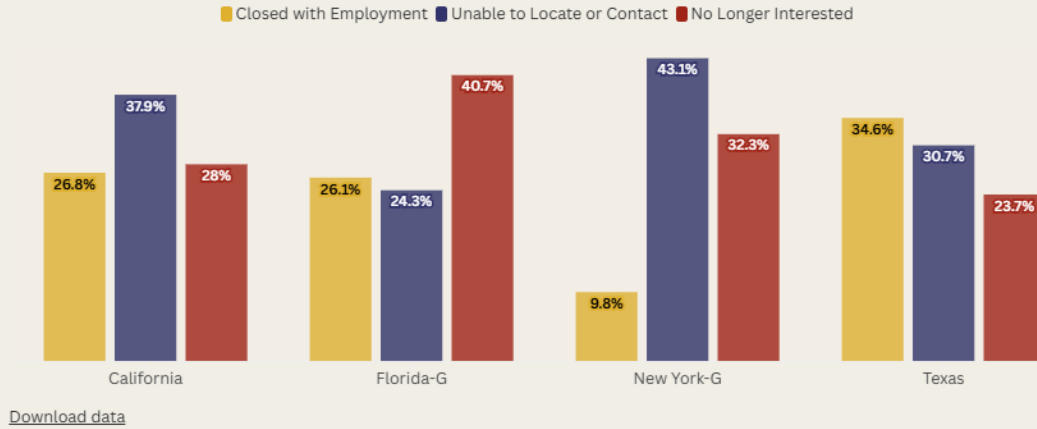


In PY 2024, the number of IPEs completed increased by 27.7% and the number of successful closures increased by 24.4%.

The average days between App and Eligibility and App and Service Provision both decreased in PY 2024, indicating an approximate 14% increase in efficiency for both measures.

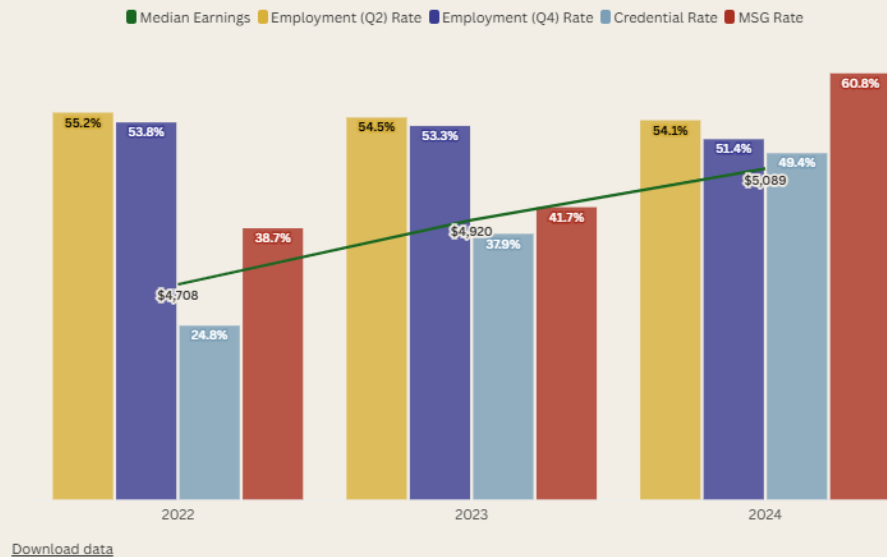
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Top Closure Reasons Compared Across the 'Big Four' VR Agencies PY 2024



3

WIOA Performance Measures PYs 2022- 2024



4

Current Field Priorities

- Conduct daily data pulls and case reviews
- Strengthen understanding of labor market trends
- Ensure case documentation meets quality and policy standards
- Monitor and track authorizations

