



Choosing Measures that Matter for Your VR Quality Assurance Program



rsa goal objectives
ets audit vocationalrehabilitation
threshold monitoring goal
datacollection reporting dashboard
goal objectives priority
ets threshold monitoring
qualityassurance goal objectives
objectives priority timeline
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timeline transparency relevance
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priority timeline transparency
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measurable skillsgains priority timeline prioritization
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transparency relevance stakeholders
prioritization measurethatmatter
measurethatmatter woia rsa
correctiveactions compliance
strategicplan



Kyle J. Walker MRC, CRC, CPM
Executive Director, University of Wisconsin-Stout
Vocational Rehabilitation Institute

- Nationally Certified Rehabilitation Counselor and Certified Public Manager
- 2014 recipient of Utah Governor's Award for Excellence in Leadership
- Master's in Rehabilitation Counseling from Utah State University



Mark Erlichman

Deputy Director, California Department of Vocational Rehabilitation

- Responsible for the operation of the general vocational rehabilitation and student services program in California
- Over 30 years of experience in the provision of support and services to individuals with disabilities
- Master's Degree in Rehabilitation Counseling from Fresno State University



Sven Akerman Jr (MCE, MCA, MCT) CEO/Principal Architect, Outlook Insight, Inc.

- Certified technology expert with more than 25-years of experience
- Focused on helping VR agencies navigate complexity and implement systems that meet the highest regulatory and service standards
- His Outlook Insight teams are currently providing QA services for a VR system replacement and a documentation management system implementation in Washington State



Lynn Born

Director of Strategy, Health, Human Services, and Benefits, Tyler Technologies

- Over 25 years of experience in IT, specializing in solution strategies, product management and software development
- 18 years working with modular case management platform software for the public sector using agile methodologies
- MBA in information systems management from St. Louis University



Stephanie Kuhnel Vice President, Health, Human Services, and Benefits, Tyler Technologies

- Over 25 years of executive leadership consulting with various industry agencies for software solutions
- Over 20 years experience serving the public sector and health, human services, and benefits
- MBA from Meredith College

Panel Discussion

Stakeholders: Return on Investment

Reported - hourly wage X hours worked/week	
Mean Weekly Wage	\$428.84
Median (50 th percentile)	\$360.00
Mode	\$480.00
Total weekly wages earned at time of closure (Total 55,235 cases 'closed rehabilitated' for SFY 2016-2020)	\$23,687,025
Annual Equivalent Earnings (50 work weeks)	\$1,231,725,300

Timeframe from Application to Plan Impact (SFY 2018-19)

Timeframe from application to plan (IPE)	Rehabilitated	Other than Rehabilitated
1 day	821 47.5%	907 52.5%
2 to 30 days	4666 40.9%	6748 59.1%
31 to 60 days	2997 37.4%	5007 62.6%
61 to 90 days	2377 35.9%	4239 64.1%
91 to 150 days	3214 31.6%	6957 68.4%
151 or more days	1909 28.3%	4834 71.7%
Total	15984 35.8%	28692 64.2%

California's Expedited Enrollment Process (May 2021)

	Number of Applications	Number of Expedited Eligibility (Same Day)	Percent of cases where Expedited Eligibility applied (Same day)	Number of Expedited Eligibility (1-5 Days)	Percent of cases where Expedited Eligibility applied (1-5 Days)	Total % Expedited Enrollment
Statewide Totals	2,078	770	37.1%	317	15.3%	52.3%

RESOURCES

Tyler Technologies Vocational Rehabilitation System: <https://www.tylertech.com/solutions/health-human-services/disability-benefits/vocational-rehabilitation>

Tyler Technologies Vocational Rehabilitation Data Sheet: <https://www.tylertech.com/resources/resource-downloads/vocational-rehabilitation>

Tyler Technologies 8 Things to Look For in Your VR Solution: <https://www.tylertech.com/resources/resource-downloads/8-things-to-look-for-in-your-vr-solution>

California Department of Rehabilitation: <https://www.dor.ca.gov/>

Encorpe: <https://encorpe.com/>

Outlook Insight: <https://outlookinsight.com/>

Stout Vocational Rehabilitation Institute: <https://www.uwstout.edu/outreach-engagement/stout-vocational-rehabilitation-institute>

THANK YOU

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