

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

FFY 2021-2022 • ANNUAL REPORT

Director's Message




KATHIE TROTTER
Director, DVRS

Hello Partners! This has been such an exciting and creative year! As our state gradually emerged from the COVID-19 pandemic, the Division of Vocational Rehabilitation Services has continued to provide expansive services to persons with disabilities in our state, including remote services for those that need them, while increasing the availability of in-person services.

We are proud to share that more than 25,000 clients received services over the past year, with 3,474 achieving their competitive integrated employment goal. These clients earned an average hourly wage of over \$13/hour, almost \$2/hour more than the previous year's average. Additionally, over 4,100 students with disabilities received pre-employment transition services to help them explore career options and prepare for the transition from high school to adult life. Our Independent Living Program served more than 2,000 clients, with 676 achieving their goals, and our Assistive Technology Program helped more than 16,500 clients explore, borrow, and purchase AT devices.


As you know, these data points are not just numbers; they represent lives that have been changed and progress towards our mission to assure that people with disabilities have the supports they need to achieve their employment and independent living goals. We have achieved great things this year and I'm grateful for the privilege of leading a team of rehabilitation professionals who believe - like I do - that our workforce is stronger when it is more inclusive of people with disabilities.

Program Outcomes and Return on Investment

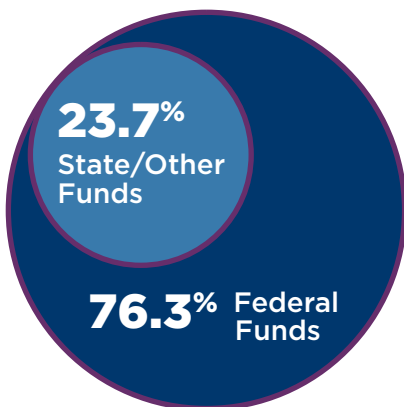
 **3,474** Individuals successfully exited the program in **competitive integrated employment**

 **\$13.15** average hourly wage

 **28** average weekly hours

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

FFY 2020-2021 Program Cost



\$84 M
Federal funding

\$26 M
State/other funding

Return on Investment in Services

 **\$352 M**
5-year earnings of individuals exiting the VR Program in FY 2017

 **\$109 M**
Federal and State investment in VR services

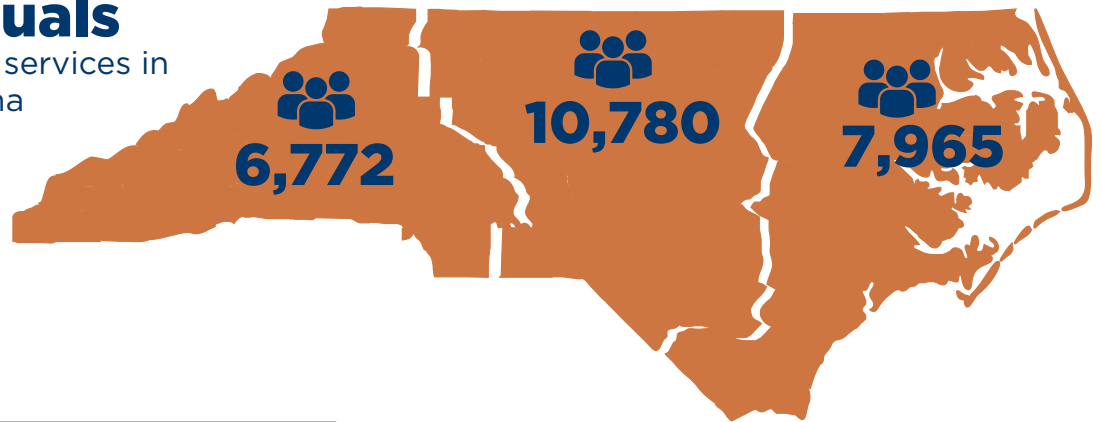
Clients Receiving Services Under Individualized Plan for Employment (IPE)



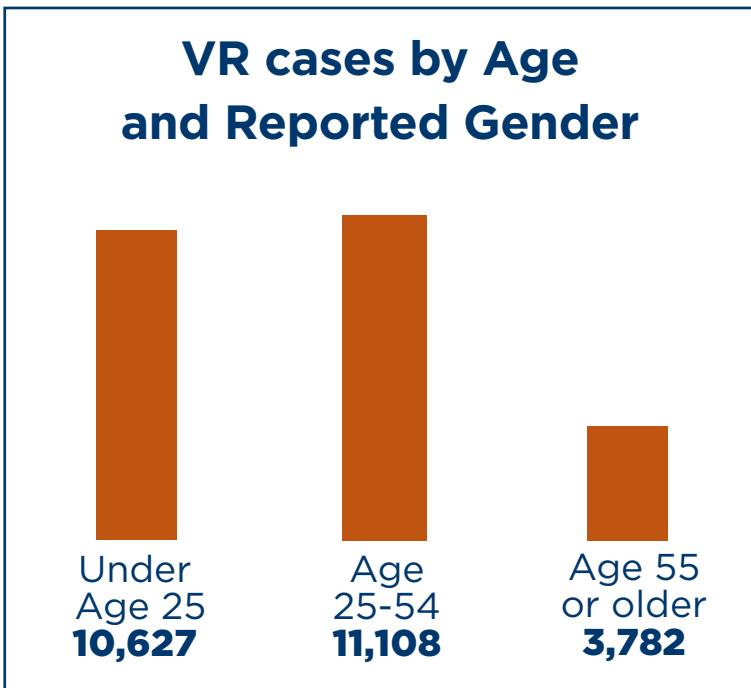
25,517
Individuals

receiving VR services in
North Carolina

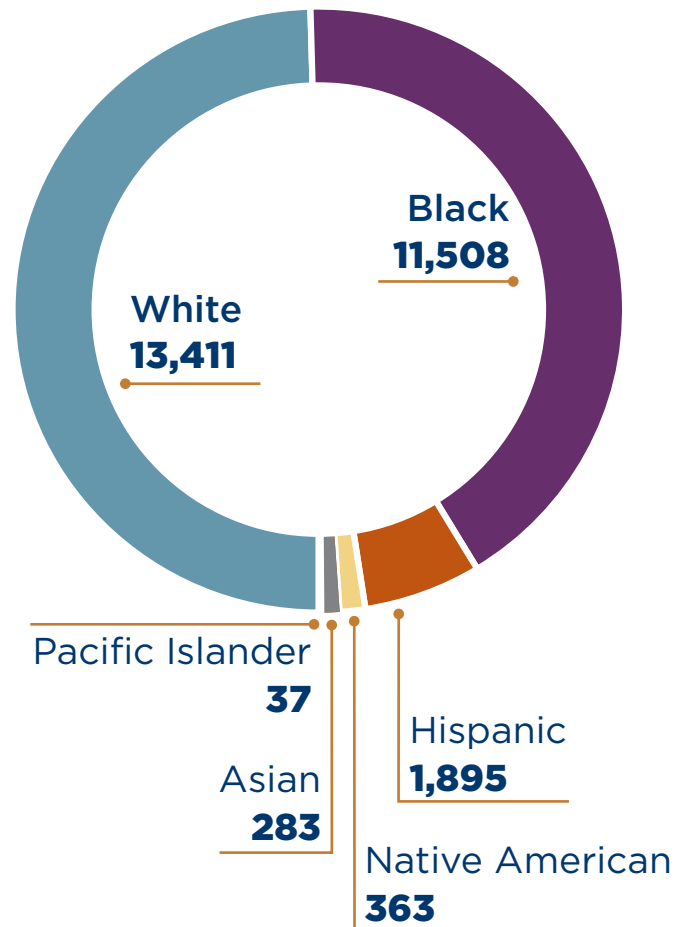
VR Cases by Region



VR cases by Age and Reported Gender



VR Cases by Race and Ethnicity (not mutually exclusive)



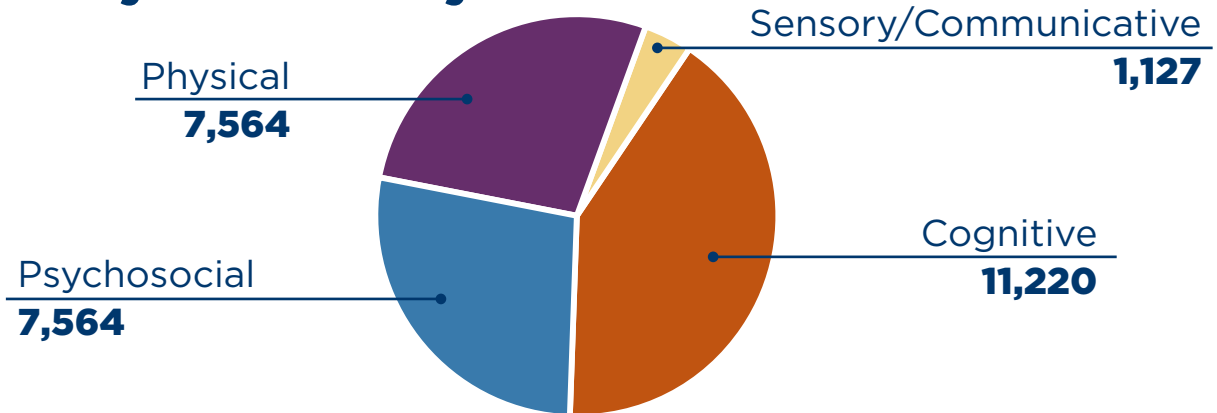
11,487



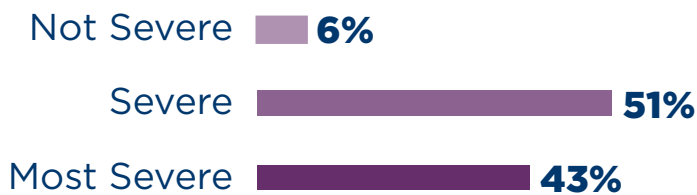
14,020

Barriers to Employment for VR Clients

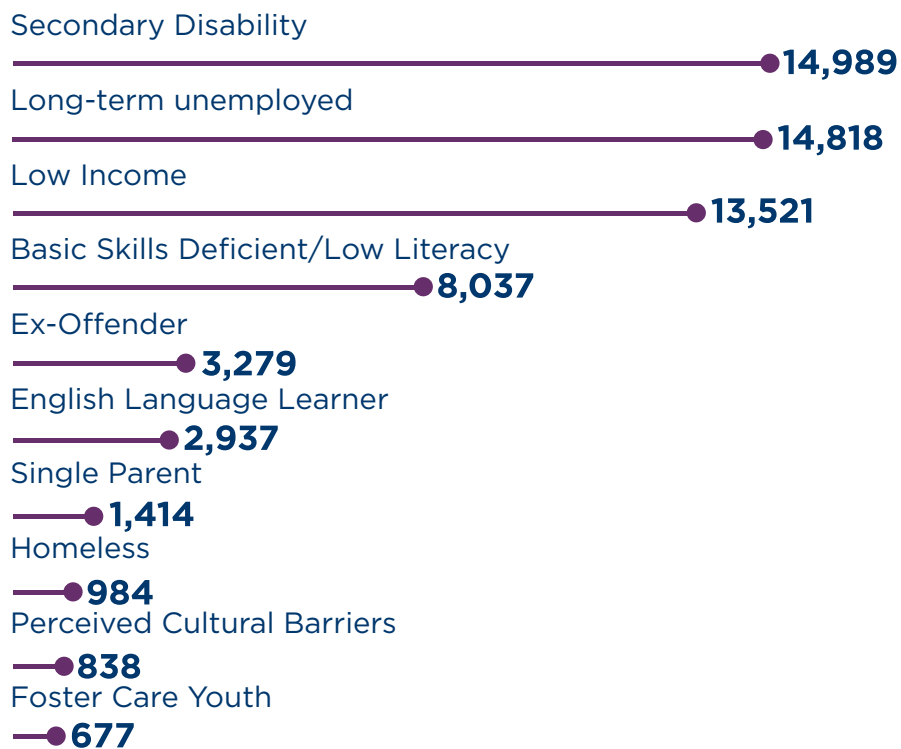
Primary Disability



Impact of Primary Disability



Additional Barriers to Employment



Snapshot of Community-Based Services



520 clients participated in a paid **VR Internship** to prepare for their employment goal



83 clients received specialized services through the **Brain Injury Support Services** program



917 clients met with a Work Incentives Planning Assistance counselor about **the impact of earned income on benefits**



2,013 individuals received **Supported Employment** services to help them succeed on the job



123 individuals participated in a **Project Search Transition to Work Program**



2,170 clients participated in **Work Adjustment Training** to acquire work skills and learn appropriate behaviors



17,779 clients received **Career Services**, like career assessments, counseling and workforce preparation activities; job search and placement assistance; and ongoing follow-up services



5,090 clients received VR-sponsored **Training Services** to attain a secondary degree or postsecondary credential

Youth and Student Services



Pre-Employment Transition Services (Pre-ETS)

4,418 students participated in Pre-ETS to help them **explore career options and prepare for the transition from high school to adult life**



Transition Services

10,627 transition-aged youth received services to help explore and pursue career goals as they enter into post-secondary education, training, and other workforce preparation activities

1,295 transition-aged youth successfully exited the VR program after achieving their unique goals for competitive integrated employment and more independent living

DISABILITY AWARENESS TRAINING THAT WORKS

How does a human resources manager change their perception of a particular employee? How should a supervisor discuss a disability that may be impacting the job performance of a valued staff member? The *Windmills Disability Awareness and Inclusion* curriculum answers questions like these and more.

The theory behind *Windmills* is that the barriers that prevent employers from hiring and retaining qualified candidates with disabilities are primarily attitudinal, and based on our preconceived notions, stereotypes, and misperceptions about disability. *Windmills* uses real-world situations faced by businesses both large and small to help leaders understand the benefits of diverse experiences and abilities, improve communications with and about people with disabilities, learn how to implement low-cost accommodations, and understand the basics of disability employment law.

Windmills training is provided at no cost to employers who want to support a diverse, disability-inclusive workforce but don't know where to start. With 12 *Windmills* modules to choose from, businesses can partner with DVRS to develop a training curriculum targeted to their specific needs. Additionally, DVRS hosts a virtual *Windmills* training on a quarterly basis that is open to the public.

[Visit our *Windmills* page on the web for more information.](#)

Independent Living Services

 **2,009** clients received services as part of their Independent Living Plan

 **359** clients received Personal Assistance Services

 **676** clients achieved their independent living goals

Engineering Services



31 barrier removals completed

\$7,715 average cost of removal





19 vehicle modifications completed


\$10,390 average cost of modification


Assistive Technology Services

 **16,588** clients received services from the NC Assistive Technology Program

 **562** individuals received training to help them use AT software and devices

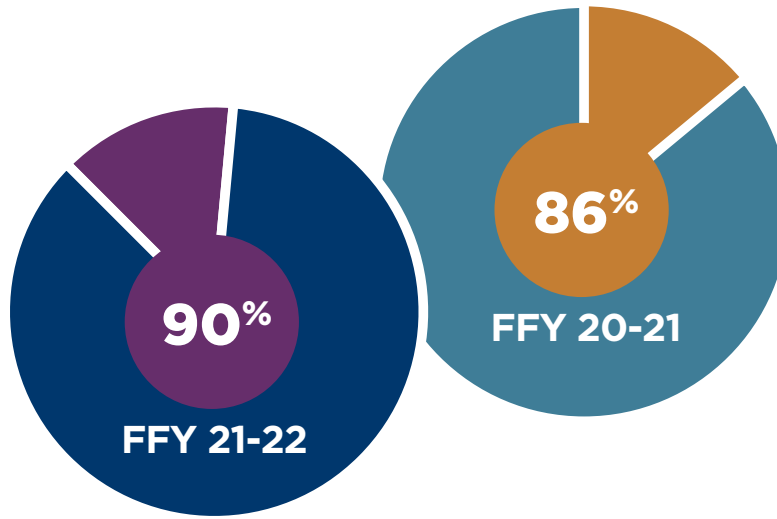
 **638** clients received no-cost short-term device loans through an NCATP partnership with the Division of Aging and Adult Services, with funding from the Coronavirus Aid, Relief, and Economic Security Act (CARES Act)

 **108** individuals received new or refurbished AT devices and equipment at no cost

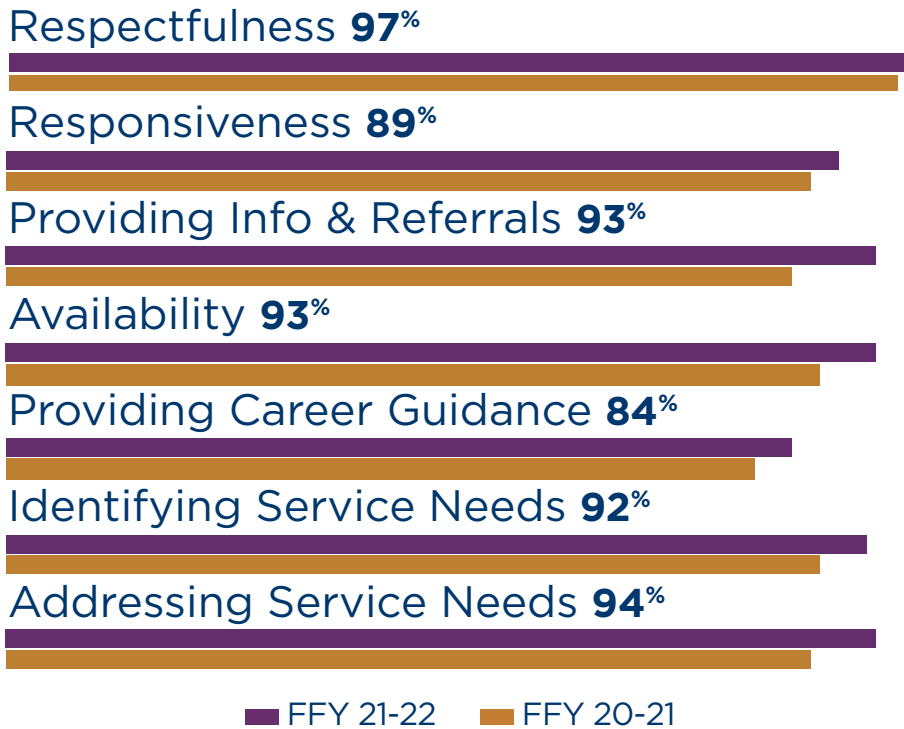
 **276,414** dollars saved by North Carolinians with disabilities on the purchase of AT

Consumer Satisfaction Survey

Overall Satisfaction with DVRS Services



Satisfaction with DVRS Staff



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