

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

FFY 2019-2020 • ANNUAL REPORT

Director's Message



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Although the global COVID-19 pandemic was the focus of much of the past year, 2020 was significant to the Division of Vocational Rehabilitation Services (DVRS or VR) for a very different reason. This year, we celebrate the 100th anniversary of the public VR program! Since 1920, this program has remained true to its founding premise that Americans with disabilities who want to work can work when they have access to the services and supports that enable them to do so.

Over the years, the program has reinvented itself to meet the ever-changing needs and challenges faced by individuals with disabilities who are pursuing goals for employment and more independent living, and this year was no exception! In response to the pandemic, all VR employees began working remotely and we modified policy to continue to support clients virtually on their path to employment and increased independence.

I am happy to say that almost 30,000 North Carolinians with disabilities received services through DVRS over the past fiscal year and more than 3,800 successfully achieved their goals for competitive integrated employment.


With 100 years of experience, VR is prepared to help North Carolinians with disabilities who want to work go to work, no matter what the changing world may bring.

Successful Outcomes and Return on Investment

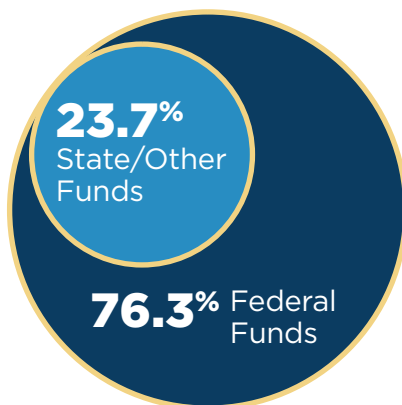
 **3,847** Individuals successfully exited the program in **competitive integrated employment**

 **\$10.95** average hourly wage

 **28** average weekly hours

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

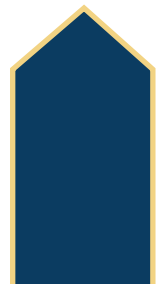
FFY 2019-2020 Program Cost



\$79.8 M
Federal funding

\$24.8 M
State/other funding

Return on Investment in Services

 **\$346.1 M**
5-year earnings of individuals exiting the VR Program in FY 2015

 **\$104.6 M**
Federal and State investment in VR services

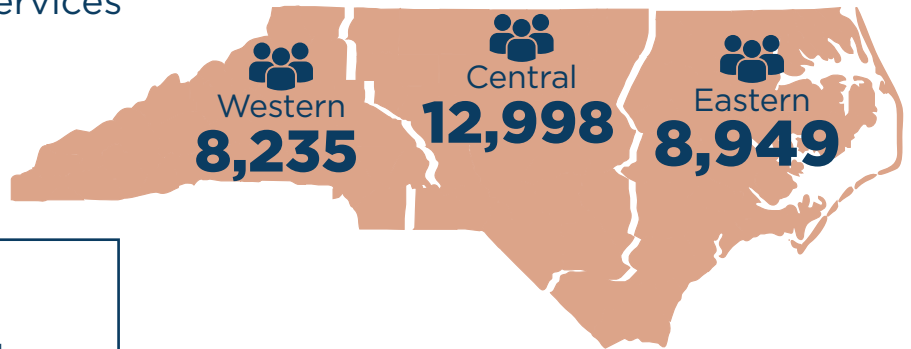
Demographic Snapshot of Individuals Receiving Services



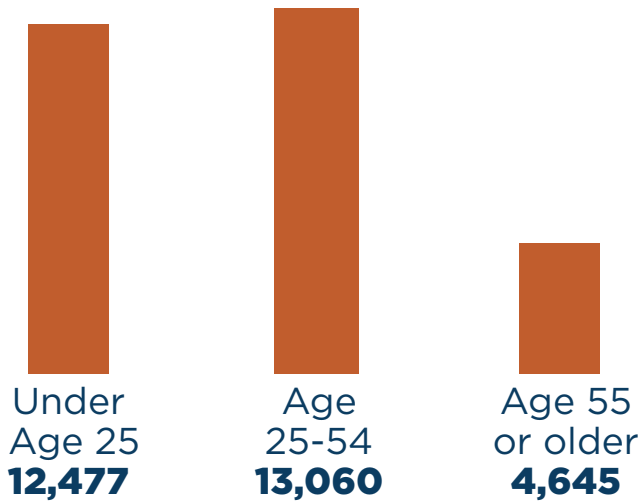
30,182

Individuals receiving VR services

VR Cases by Region



VR Cases by Age and Reported Gender

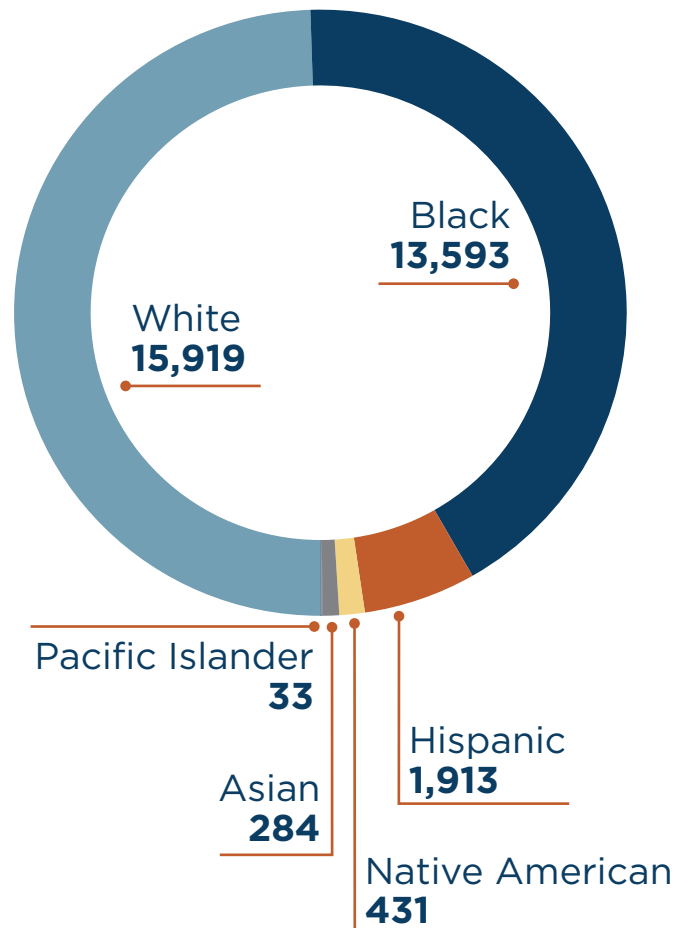



+16,613



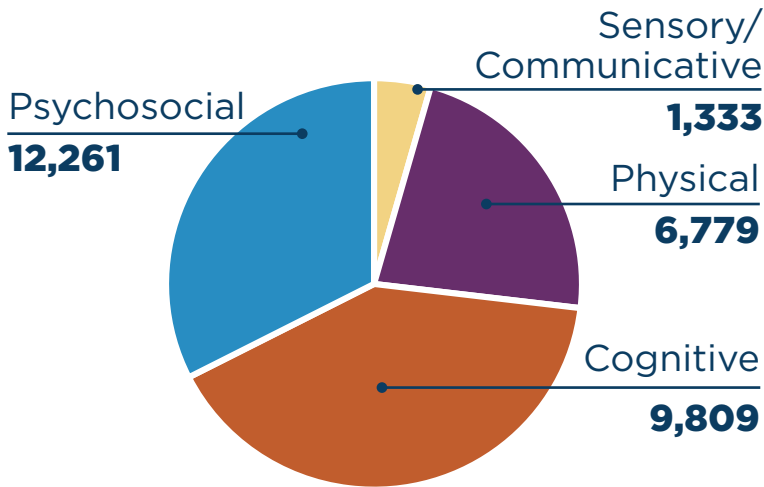
+13,569

VR Cases by Race and Ethnicity (not mutually exclusive)

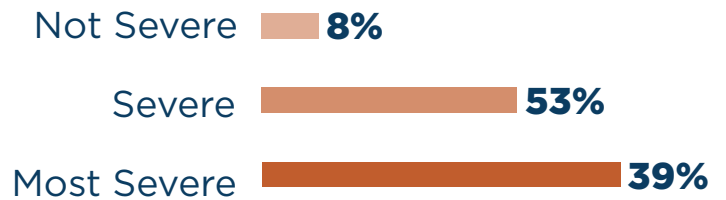


Barriers to Employment for Individuals Receiving Services

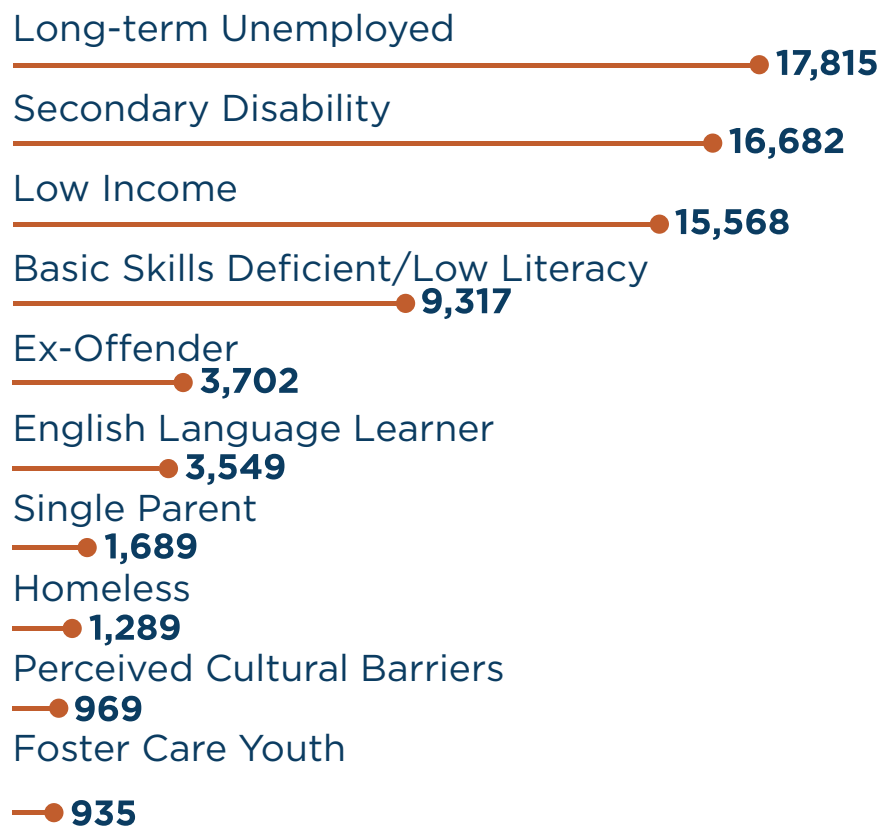
Primary Impairment



Impact of disability



Other Reported Barriers to Employment



Community-Based Employment Services



2,273 individuals
received **Supported
Employment Services**



62 individuals
received **Brain Injury
Support Services**



151 individuals
participated in
Project Search



2,862 individuals
received **Work
Adjustment Trainings**



373 individuals
participated in **paid,
community-based
internships**



240 individuals
participated in
**Individual Placement and
Support Program (IPS)**

Youth and Student Services



Transition Services

12,474
individuals
received services

1,388 cases
closed successfully



**Pre-Employment
Transition Services**

4,121 students
received services




7,653 individuals
received **Post-Secondary
Training Services**

Independent Living Services

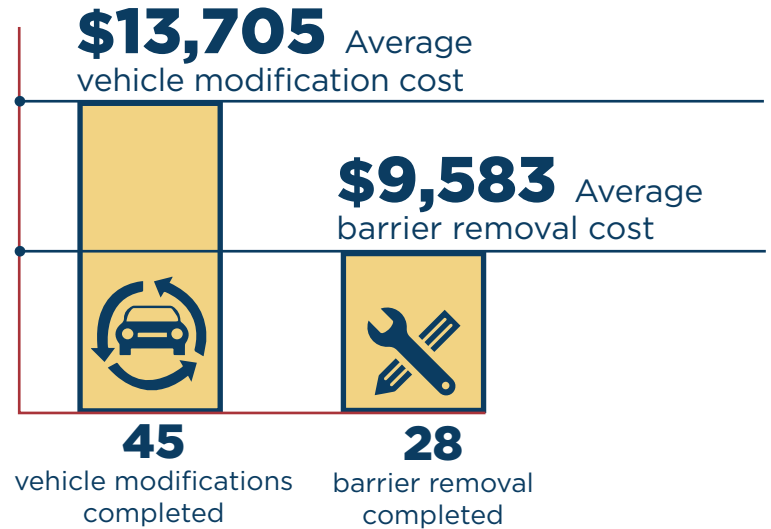
+2,224 Total individuals served under Plan for Independent Living (IL)

 **1,497** individuals determined eligible for IL services

 **877** individuals achieved their IL goals

 **353** individuals received **Personal Assistance services**

Rehabilitation Engineering Services



Assistive Technology Services

 **2,607** individuals received **training on assistive technology (AT) devices**

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

 **\$85,075** savings on purchase of AT for North Carolinians with disabilities

Making Play Accessible

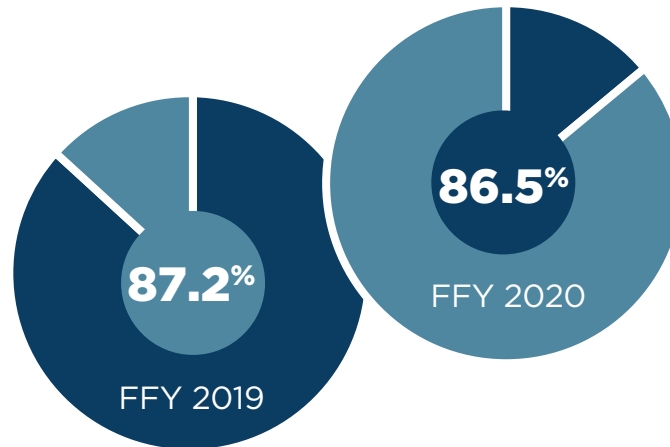


During 2019-2020, the NC Assistive Technology Program (NCATP) hosted interns from several universities in the state. Just before the holidays in 2019, Sarah Gachuz, interning at the Raleigh NCATP Center, discovered 22 Hess toy helicopters donated by the National Guard. Knowing that children with limited motor function would have a tough time playing with the motorized toys, Gachuz worked with Raleigh staff to switch-adapt the toys so they could be distributed by the AT Reuse program to children with disabilities during the holiday season.

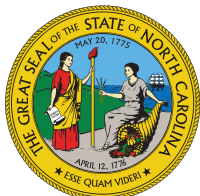
Intern Sarah Gachuz with Speech Language Pathologist Amy Philips holding switch-adapted toy

Consumer Satisfaction Survey

Overall Satisfaction with VR Services



Overall Satisfaction with VR Staff



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