

# Ohio | Opportunities for Ohioans with Disabilities

Mike DeWine, Governor  
Kevin L. Miller, Director



# Annual Report

**Federal Fiscal Year 2018  
State Fiscal Year 2019**



# Director's Message

Friends and Colleagues,

I am proud to present the Opportunities for Ohioans with Disabilities (OOD)

Annual Report for Federal Fiscal Year 2018 (FFY) and State Fiscal Year 2019 (SFY). In the pages that follow, you will learn more about our efforts over the last 12 months to assist Ohioans with disabilities in achieving quality employment, disability determinations, and independence. Recent months have been especially exciting for OOD. Moments after being sworn in, Governor Mike DeWine made clear his commitment to individuals with disabilities by signing Executive Order 2019-03D that establishes Ohio as a Disability Inclusion State and Model Employer of Individuals with Disabilities. We wholeheartedly share Governor DeWine's commitment to invest in Ohioans with disabilities to ensure they are not left behind.

The Executive Order called for the Ohio Department of Administrative Services, in consultation with OOD, to appoint a state Americans with Disabilities Act (ADA) coordinator to lead numerous actions aimed at improving hiring, recruitment, and retention of individuals with disabilities as well as creating and sustaining a culture of inclusion throughout the workplace.

We collaborated with Franklin University to provide BlindSquare, an innovative navigation support system for students who are blind or have low vision. Franklin University is the first 4-year university in the nation to have BlindSquare available on a permanent basis.

For the first time, an adult basic literacy program for individuals who are deaf or hard of hearing was offered by OOD, the Ohio Department of Higher Education, the Ohio School for the Deaf, and the Delaware Area Career Center-Aspire program. The class provided adult learners literacy in both American Sign Language and English. Participants gained communication skills needed to get jobs and further their career potential.

We worked with members of the [OOD Council](#), law enforcement, and other partners to develop a video for law enforcement officers on the [Communication Disability Law](#) that took effect on August 1, 2018. Individuals with a diagnosed communication disability can voluntarily register in the database, which connects to the Law Enforcement Agencies Data System (LEADS). During traffic stops, officers are alerted that the driver or a passenger in the vehicle has difficulty with communication, helping to avoid situations that could potentially be harmful.

Vocational rehabilitation has been strong. Compared to FFY 2018, the average wage for those served by OOD increased by three percent to \$11.83. While we celebrate our accomplishments, we are working diligently to serve even more individuals with disabilities throughout Ohio.

Follow along with our progress by signing up for our [newsletter](#), visiting [www.ood.ohio.gov](http://www.ood.ohio.gov), or following us on [Facebook](#) or [Twitter](#).

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin L. Miller".

Kevin L. Miller  
Director  
Opportunities for Ohioans with Disabilities



# About

## Opportunities for Ohioans with Disabilities

Opportunities for Ohioans with Disabilities (OOD) is the state agency that empowers Ohioans with disabilities through employment, disability determinations, and independence. This is accomplished through its Bureau of Vocational Rehabilitation (BVR), Bureau of Services for the Visually Impaired (BSVI), and Division of Disability Determination (DDD). A fourth area is the Division of Employer and Innovation Services (EIS), which is responsible for establishing and maintaining partnerships with employers and performance management activities.

OOD works with partners in business, education, and non-profit organizations to facilitate individualized employment plans for Ohioans with disabilities; helps Ohio companies recruit and retain employees with disabilities; and is the sole agency in Ohio that administers the determination of benefits for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs in Ohio.

### Bureau of Vocational Rehabilitation

**BVR**

The Bureau of Vocational Rehabilitation (BVR) provides services to eligible individuals with disabilities to assist them with obtaining and maintaining competitive integrated employment. BVR works with adults seeking to enter the workforce or retain a job and with youth, beginning at age 14, to assist them as they transition from high school into college and/or the workplace.

### Division of Disability Determination

**DDD**

The Division of Disability Determination (DDD), in agreement with the Social Security Administration (SSA), determines medical eligibility for Ohioans who apply for Social Security disability benefits (Social Security Disability Insurance and Supplemental Security Income). It is federally regulated and receives 100% of its funding from SSA. Under SSA, disability is based on an individual's inability to work.

### Bureau of Services for the Visually Impaired

**BSVI**

The Bureau of Services for the Visually Impaired (BSVI) provides services to improve the employment and independent living outcomes for individuals with visual impairments beginning at age 14. BSVI also partners with Ohio's Community Centers for the Deaf and Centers for Independent Living.

### Division of Employer & Innovation Services

**EIS**

The Division of Employer & Innovation Services (EIS) works to raise awareness of OOD's mission with the business community to promote a talent pool of job-ready candidates, and to support businesses in the hiring and retention of individuals with disabilities. EIS is also instrumental in the development and implementation of the agency's strategic plan, performance management, and coordination of Lean Six-Sigma process improvement initiatives.



# Bureau of Vocational Rehabilitation

## Program Highlights Federal Fiscal Year 2018

- Assisted 5,787 individuals to obtain competitive integrated employment including:
  - 661 individuals obtained competitive integrated employment through the Employment First Partnership with the Ohio Department of Developmental Disabilities
  - 448 students with disabilities obtained competitive integrated employment through the Ohio Transition Support Partnership with the Ohio Department of Education
- Provided vocational rehabilitation services to 29,171 individuals seeking to find or retain meaningful work
- Decreased cost per individual served to \$2,536, a reduction of \$88 (3%) compared to Federal Fiscal Year 2017

### Employment First Partnership

The Employment First Partnership between OOD and the Ohio Department of Developmental Disabilities (DODD) has expanded community employment services for adults with developmental disabilities since its inception in October 2013. A total of 30 Employment First counselors and 5 regional work incentive consultants currently work with local county boards of developmental disabilities and dually-certified providers to support individuals who are interested in transitioning from employment in facility-based settings (e.g., shelter workshops) to competitive integrated employment. Since the launch of this partnership, 7,498 individuals with developmental disabilities have applied for vocational rehabilitation services, and 5,635 Individualized Plans for Employment have been written. As a result, 2,056 have been closed successfully in competitive integrated employment.



OOD has significantly expanded access to vocational rehabilitation services for individuals with developmental disabilities through this partnership. OOD and DODD have implemented a data-sharing process to track mutually-eligible individuals. This data shows that statewide, OOD is serving more people with developmental disabilities than ever before. From FFY 14

to FFY 18, the number of individuals with developmental disabilities who have applied for OOD services has increased by more than 64%, and those who have been closed with an outcome of competitive integrated employment increased by more than 206%.

### Ohio Transition Support Partnership

The Ohio Transition Support Partnership, which began in 2016, is a statewide collaboration between OOD and the Ohio Department of Education. This partnership focuses on improving post-high school outcomes for students with disabilities by connecting them with OOD counseling staff beginning at age 14. This early engagement helps students with disabilities get a head start on becoming job-ready so they have the necessary skills to enter the workforce or post-secondary (e.g., college) education upon graduation.



A total of 51 OOD counseling staff partner with local schools statewide. Since the launch of the partnership, a total of 5,569 students with disabilities have applied for OOD services, 4,684 have participated in services, and 945 have been closed successfully in competitive integrated employment.

## Higher Education Budget Initiative

*Pictured is Director Miller with Dr. Michael Drake, President of The Ohio State University.*

Over the last several months, initial planning of the Higher Education Budget Initiative was developed to immerse OOD vocational rehabilitation counselors within the Disability Services offices at Ohio universities and colleges. Director Kevin Miller initiated outreach to presidents at two- and four-year colleges in April 2019, and now this initiative is part of an overall plan to change the model of service delivery and the culture of how OOD engages with institutions of higher education. OOD has also convened meetings with the director of Disability/Accessibility Services of each institution. These meetings helped to shape the vision of the program through discussion regarding referrals, services, and implementation.

This will be accomplished through an innovative partnership between OOD, Ohio's state college and university system, and Ohio businesses. A total of 15 vocational rehabilitation counselors will be immersed in the disability services offices to assist students with disabilities. Services, such as paid internships, assistive technology, and placement services funded by OOD, will prepare college students for future careers. These embedded vocational rehabilitation counselors will enhance and increase the effectiveness of the processes in place at each college and university for students with disabilities to help them achieve their academic goals and improve employment outcomes. In addition, OOD is expanding its business relations team to facilitate internships and permanent opportunities with Ohio employer partners. Approximately 1,500 students will be served annually.

## Butler County Mental Health and Addiction Recovery Services Partnership and Butler County Drug Court Collaboration

OOD in partnership with the Butler County Mental Health and Addiction Recovery Services Board, collaborated to improve employment



outcomes for individuals with mental health and substance use disorders. This included collaboration with Common Pleas Judge Keith Spaeth's drug court. OOD dedicated two vocational rehabilitation counselors, a job developer, and a caseload assistant to the partnership, who support employment and are active members of the drug court team. During FFY 18, a total of 298 individuals received vocational rehabilitation services from OOD while participants of the Butler County Drug Court.

In order to complete the drug court's program, individuals agree to a treatment plan. The treatment plan may include: intensive outpatient treatment; a relapse prevention phase; drug screens; and individual and group counseling sessions. Individuals are required to obtain adequate housing, employment, complete community service projects, and pay off court fines. OOD will replicate this program to support more individuals in recovery by embedding six additional vocational rehabilitation counselors in drug courts in SFY 20 and an additional seven counselors in SFY 21.

## Collaboration with the Ohio Department of Mental Health and Addiction Services

OOD and the Ohio Department of Mental Health and Addiction Services collaborated to promote recovery with an emphasis on employment by implementing Supported Employment and evidence-based practices, including the Individual Placement and Support model, for individuals with substance use disorders, emotional or behavioral disorders, and or severe and persistent mental illness (SPMI). This collaboration seeks to: improve outreach; expedite eligibility; and increase utilization of vocational rehabilitation services needed to obtain a competitive and integrated job of participants' choosing. During FFY 18, a total of 10,777 individuals with mental health and substance use conditions received vocational rehabilitation services from OOD.





# Bureau of Services for the Visually Impaired

## Program Highlights Federal Fiscal Year 2018

### Bureau of Services for the Visually Impaired (BSVI)

- Received 971 applications for services
- Assisted 424 individuals to obtain competitive integrated employment
- Installed BlindSquare navigation support system at first 4-year university – Franklin University in Columbus – to assist students with disabilities
- Collaborated with the Ohio Department of Higher Education, the Ohio School for the Deaf, and the Delaware Area Career Center-Aspire program to offer adult learners who are deaf or hard of hearing, literacy in both American Sign Language (ASL) and English
- Collaborated with the Community Centers for the Deaf to provide support and communication services to individuals who are deaf, hard of hearing, and deafblind

### Independent Living Older Blind

- Assisted 736 individuals to meet their plan goal

### Business Enterprise Program

- Assisted eight individuals in becoming Business Enterprise Operators
- Partnered with Youngstown State University to assume vending services on campus with the goal of improved services and customer satisfaction

## Serving More Individuals Who are Blind or Low Vision



The Bureau of Services for the Visually Impaired (BSVI) assists eligible people, beginning at age 14, who are blind or have low vision, by providing direct, personalized

services to assist them in finding and retaining meaningful work and personal independence.

In FFY 18, BSVI received 971 applications for services. More individuals are receiving services thanks to the efforts of staff, stakeholder groups, and partners throughout the state.

## BlindSquare Navigation Support Installed in First 4-Year University



*Pictured is Matthew Burger, a student at Franklin University, demonstrating BlindSquare technology for Ohio Governor Mike DeWine.*

OOD and Franklin University announced in May 2019 that Franklin University is the first 4-year university in the nation to offer BlindSquare, an innovative navigation support system for students who are blind or low vision.

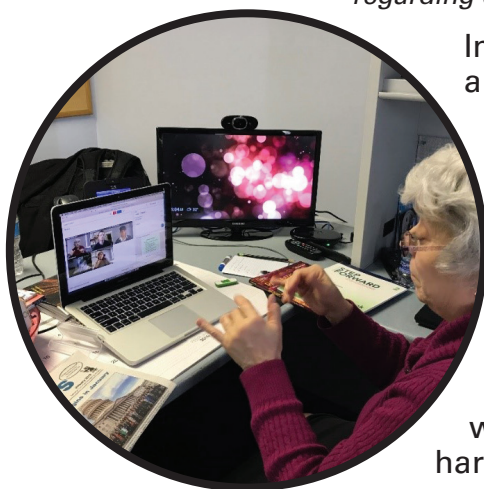
OOD collaborated with Franklin University to install permanent navigation technology to improve access to education and employment for students

with disabilities. By using the BlindSquare application for smart phones, a Franklin University student can now access seamless indoor and outdoor navigation support around campus.

Franklin University's Office of Disability Services currently supports 140 students with blindness or low vision, learning disabilities, autism spectrum disorder, mobility disabilities, intellectual disabilities, and traumatic brain injury. The University has a transfer agreement in place with Columbus State Community College, which also offers BlindSquare, providing a pathway for students with disabilities to continue their education.

## Pilot Program Improves Literacy and Sign Language

*Pictured is instructor Laura Smith teaching a virtual class about reading a newspaper to get information regarding current events.*



In May 2019, a graduation ceremony recognized the achievements of the participants of the adult basic literacy pilot program for individuals who are deaf or hard of hearing. The program, a partnership between OOD, the Ohio

Department of Higher Education, the Ohio School for the Deaf, and the Delaware Area Career Center-Aspire program, offered adult learners who are deaf or hard of hearing, literacy classes in both American Sign Language (ASL) and English.

Five graduates spent six months becoming more fluent in both ASL and English through 8-12 hours per week of learning opportunities through group classes, online modules and one-on-one sessions with an instructor. The program focused on improving overall communication abilities, workplace communication skills, reading levels, and independent living skills.

## Partnering with Community Centers for the Deaf

OOD continued to collaborate with community partners to provide support and communication services to individuals who are deaf or hard of hearing, as well as deafblind individuals, their families, and communities. During FFY 18, \$800,000 was provided to nine Community Centers for the Deaf in Ohio to provide 28,576 hours of support services. The Centers provide independent living skills training, peer support, advocacy, interpreting/communications services, and more. In addition, the Centers provided a total of 12 education workshops for employers to promote hiring of individuals with disabilities and increase understanding of available resources.



## Supporting Independent Living

To help Ohioans with severe physical disabilities in their quest for independence, OOD supports the federally mandated Independent Living (IL) Program. The IL Program is independent from OOD. OOD serves as a fiscal agent.

In partnership with the Ohio Statewide Independent Living Council and Centers for Independent Living (CILs), Ohio has 11 locally-managed CILs with three branch offices that provide services to assist people with severe disabilities to live independently and avoid institutionalization. Services include information and referral, advocacy, peer counseling, and independent living skills training. In FFY 18, the programs collectively supported 736 individuals to help them live independently.





## OOD Helps Launch Eight New Business Enterprise Operators



*New Operators pictured from left to right: Deq Ahmed, Nicole Perrin, Mark Meassick, Sabrina Hawkins, Christopher Tolle (with his service dog Nash), Joshua French and Isaac McAlister at the Business Enterprise Program's annual statewide training conference in May 2019. Not pictured: Mark Pappas.*

The Business Enterprise Program provides entrepreneurship opportunities to individuals who are blind or low vision. In FFY 18, the agency helped launch eight new entrepreneurs through the program.

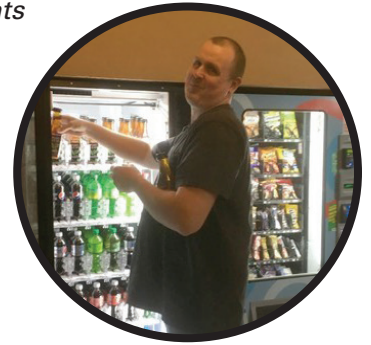
Vending services are provided through the Business Enterprise Program by a licensed operator who is legally blind. The program currently has 90 licensed operators managing businesses in food service and vending throughout Ohio. These opportunities include the management of cafeterias, convenience stores, snack bars, and vending machines in state and federal buildings and highway rest areas, where operators have priority under the Randolph-Sheppard Act and Ohio Revised Code. The program also is located at state universities, colleges, and in county buildings.



*On June 24, 2019, Ohio Governor Mike DeWine and his grandson Parker (left) stopped by the vending area operated by Joe Hall (center) at the Hocking Hills Visitor Center. They were joined by Amy Seger (second from right), Business Enterprise Specialist at OOD, and Mary Mertz (far right), Director of the Ohio Department of Natural Resources.*

## Vending Operations Thrive at Youngstown State University

*Pictured is Business Enterprise Operator Tom Neal stocking refreshments in a vending machine at Youngstown State University.*



Youngstown State University (YSU) approached the OOD Business Enterprise (BE) Program about assuming vending services on campus with the goal of improved services and customer satisfaction. OOD staff conducted a full on-site assessment and determined that YSU was a suitable location for a BE Operator. OOD ordered necessary equipment and worked closely with YSU to transition the vending services. This included 60 new vending machines in time for the 2018/2019 school year.

At the helm of this new business is seasoned BE Operator Tom Neal who has been operating the YSU facility since August 2018. "Our partnership has been going very well," said Neal. "The University has been very happy, and sales have increased -- as well as customer satisfaction and confidence!"

Those involved agree that communication has been key in making the endeavor so successful. "The University has been so easy to work with," said Neal. "YSU communicated with students from the beginning about the change, and we continue to have bi-monthly meetings to discuss issues, sales data, successes, and product trends that meet the needs of YSU's 14,000 students," Neal added.

*On March 29, 2019, Paul Brothers was joined by his wife Melinda at the grand opening of Bobcat Way Café. The OOD Business Enterprise Program provided training and support to help Paul open a coffee shop at the Ohio University College of Osteopathic Medicine-Dublin Campus.*







# Division of Employer and Innovation Services

## Program Highlights Federal Fiscal Year 2018

- Hosted five job fairs statewide for more than 900 OOD job seekers and students with disabilities to connect one-on-one with more than 169 employers
- Partnered to increase employment opportunities and job retention for people with disabilities at Giant Eagle stores in Northeast Ohio
- Embedded a full-time Talent Sourcing Coordinator at OSU to help with matching, hiring, and retention of OOD job seekers. This partnership was featured at the 2019 National Council of State Administrators of Vocational Rehabilitation Conference
- Partnered with businesses, providers and partners to host events throughout Ohio to connect 60 businesses with more than 280 job seekers during In-Demand Jobs Week
- Business Relations Specialists facilitated 48 disability etiquette and awareness training events for 22 employers
- Added a Worksite Accessibility Specialist to provide education and resources for employers to support their accessibility goals
- OOD and Disability:IN Ohio provided five regional employer networking events across Ohio
- Partnered with the Ohio Department of Administrative Services to provide disability awareness and etiquette training to state of Ohio supervisors and managers
- OOD held a Lean / Six Sigma Kaizen event to re-engineer how OOD job seekers are sourced to employer partners' job opportunities

## OOD Job Fairs/National Disability Employment Awareness Month & 2018 Employer Partners of Inclusion



National Disability Employment Awareness Month (NDEAM) is celebrated each October to raise awareness about disability employment issues and recognize the many and varied contributions of America's workers with disabilities. To celebrate NDEAM,

OOD hosted five job fairs for OOD job seekers and employers specifically looking to hire individuals with disabilities.

The job fairs were held in Cincinnati, Columbus, Toledo, Canton, and Cleveland, and provided more than 900 job seekers and students with disabilities a unique opportunity to connect one-on-one with 169 employers.



*Pictured top, left to right: Crown Equipment Corporation, and Fifth Third Bank. Pictured bottom, left to right: Meijer, Kroger, and the U.S. Social Security Administration.*

In addition, OOD recognized several employers as Employer Partners of Inclusion Award winners throughout the state. These employers must be an employer partner with OOD and have hired at least five OOD job seekers during the year-long evaluation period. In addition, the employer partner must meet specific criteria that demonstrates their level of diversity and inclusion practices for individuals with disabilities in the workplace.

## **OOD Embeds Staff at Giant Eagle and OSU Partnership Featured at National Conference**

OOD and Giant Eagle, Inc. partnered to increase employment opportunities and job retention for people with disabilities at Giant Eagle stores in Northeast Ohio. This partnership demonstrates Ohio's business-focused approach to enhance employment opportunities for individuals with disabilities. Through this partnership, a full-time OOD Talent Sourcing Coordinator is embedded at Giant Eagle to facilitate sourcing, hiring and retention of OOD job seekers with disabilities. In addition, the Talent Sourcing Coordinator works closely with Giant Eagle's human resources staff to initiate training on inclusion, introduce accessibility concepts in the workplace, help with retention, and create pathways to promotional opportunities within Giant Eagle.

The model was replicated after a successful partnership between OOD and The Ohio State University (OSU). OOD has a full-time Talent Sourcing Coordinator embedded within the university's human resources office to help with sourcing, hiring and retention of OOD job seekers with disabilities. Since the partnership launched in April 2017, OSU has experienced a 65% increase in its hiring rate of people with disabilities. These partnerships were featured at the National Council of State Administrators of Vocational Rehabilitation (CSAVR) 2019 Fall Conference in Bethesda, MD, where Kathy West-Evans, Director of Business Relations for the CSAVR, said, "This is why I asked Ohio to come to share information with all of you about their innovative partnerships with business!"



## **DSW Job Readiness Program/Project SEARCH – Governor DeWine Visit**

The DSW Job Readiness Program/Project SEARCH helps individuals with disabilities learn job skills, gain internship experience and get permanent jobs. On March 26, 2019, interns with the program, as well as OOD and other participating organizations (DSW, Ohio Department of Developmental Disabilities, Goodwill Columbus, Franklin County Board of Developmental Disabilities and ARC Industries) showcased their work to Governor Mike DeWine.

## **In-Demand Jobs Week**

*Pictured: the Lincoln Electric Welding Technology and Training Center, which hosted an In-Demand Jobs Week Event exclusively for individuals with disabilities. OOD Director Kevin Miller, State Senator Nickie Antonio (23rd District), and Geoff Lipnevicius with Lincoln Electric greeted participants before they experimented with welding.*



In-Demand Jobs Week took place May 6-10, 2019. In partnership with businesses, providers, and partners, OOD hosted events throughout Ohio to connect 60 plus businesses with more than 280 job seekers to fill in-demand jobs, offered exclusively for individuals with disabilities.



## Statewide Disability Awareness Training

OOD Business Relations Specialists facilitated 48 disability etiquette and awareness training events for 22 employers in SFY 19. One of these employers, UnitedHealthcare, launched a statewide training effort for all of its employees to boost understanding and celebrate diversity and inclusion. Other examples include training for all management staff at the Amazon distribution centers in Etna and Obetz.

## OOD Hires Worksite Accessibility Specialist

OOD added a Worksite Accessibility Specialist to its Business Relations team to provide education and resources for employers to support their accessibility goals. Examples of services provided this past year include recommendations for reasonable accommodations (e.g., using magnifiers to inspect parts), workplace accessibility (e.g., general standards for entrances, doors, and sign accessibility), and educational presentations (e.g., reasonable accommodations specific to a mental health disability). Worksite accessibility services are intended to assist employers with creating accessible work environments that are inclusive of people with disabilities.



## Disability Awareness and Etiquette Training for State of Ohio Supervisors and Managers

OOD partnered with the Ohio Department of Administrative Services to provide disability awareness and etiquette training to state of Ohio supervisors and managers through the Lead Ohio Foundations of Supervision program. These trainings help participants become aware of respectful etiquette and proper language usage related to interactions with people with disabilities.



## Kaizen Event Helps Connect Job Seekers with Job Opportunities

A Kaizen event is an intense five-day process improvement effort that utilizes Lean Six Sigma tools and techniques to transform complex, strategic problems producing suboptimal outcomes into efficient, high quality processes.

In September 2018, OOD held a Kaizen event with assistance from the Ohio Department of Administrative Services' LeanOhio Office, to re-engineer how OOD job seekers are sourced to employer partners' job opportunities. As a result, a more streamlined approach was created to connect job seekers with job opportunities more quickly, and provide employer partners with qualified candidates for their high in-demand positions.

## Regional Employer Networking Events

Disability:IN Ohio, in partnership with OOD, is a peer-to-peer network of Ohio employers who are committed to employing individuals with disabilities.

OOD and Disability:IN Ohio provided five regional employer networking events across Ohio. Tabletop discussions with employers included reasonable accommodations, business resource groups, disability recruitment, disability awareness/OOD employer services, and the benefits of using a STABLE account.



# Division of Disability Determination

## Program Highlights Federal Fiscal Year 2018

- Processed 165,378 disability claims for Social Security Disability Insurance and Supplemental Security Income, reaching 100.6% and exceeding the goal
- Second lowest cost-per-case (\$431.69) in the six-state Chicago region
- Exceeded the federal standard for overall decision accuracy by 2.3% with a rate of 99.3%

### Ohio Initiates First Class of Disability Claims Adjudicators in New Case Management System

In May 2019, the Division of Disability Determination (DDD) initiated the first class of new Disability Claims Adjudicators in use of the Disability Case Processing System (DCPS). This is the first group of trainees to fully rely on the new system. As the software continues to gain functionality, more supervisors, support staff, and adjudicators are using it. This includes Quick Disability Determinations and Compassionate Allowances claims (for individuals with the most critical of conditions as identified by the Social Security Administration (SSA). Currently, 237 total staff and medical/psychological consultants are using DCPS to process disability claims.

### Mentor for Other States

In addition to integrating and ramping up DCPS for its own staff, DDD has served as a mentor for other states, including Washington, New Mexico, North Carolina, Tennessee, and Indiana as they have begun implementing the new technology. In March 2019, DDD hosted representatives from New Mexico and North Carolina to discuss business processes, work flow, staffing, and other considerations prior to their roll-out of DCPS. Ohio has been involved in nearly every aspect of developing DCPS by having staff attend daily conference calls and providing feedback to improve functionality. One Information Technology staff member has served as a technical subject matter expert helping shape the product into a functional, intuitive interface for all levels of staff.

### Wade and Adams Honored for Outstanding Service on National Level

OOD employees Scott Wade and Keith Adams were recognized by the Social Security Administration as recipients of the 2019 Commissioner's Honor Awards for outstanding achievements and service to the public during FFY 18.

Scott Wade received the Commissioner's Commendation Team Award in recognition of his extraordinary teamwork and special assistance to Puerto Rico and the U.S. Virgin Islands Disability Determination Services.

Wade has also worked on the Disability Case Processing System (DCPS).



Keith Adams received the Commissioner's Disability Program Leadership Award in recognition of his overall commitment to providing excellent service, contributions and teamwork in the national roll-out of the DCPS. As one of the original members of this team, Adams provided feedback, participated in beta testing, and provided training on DCPS to new staff members.

### Cooperative Disability Investigations Unit Savings

The mission of the Cooperative Disability Investigations Unit is to resolve questions



of fraud in SSA's disability programs. This supports the strategic goal of ensuring the integrity of the Social Security programs, with zero tolerance for fraud. This mission is accomplished through the combined skills of DDD staff, the Social Security Administration's Office of Inspector General, additional staff with the SSA, and state and local law enforcement. The unit investigates individual disability beneficiaries and claimants, and identifies lawyers, doctors, translators, or other third parties who facilitate disability fraud. The results of these investigations are presented to federal and state prosecutors for consideration of prosecution. DDD's Cooperative Disability Investigations Unit has ranked among the top five units in the nation in each of the last eight federal fiscal years.



workloads, and updates on the use of technology to provide improved customer service to SSA consumers. It also highlighted the success of SSA's Anti-fraud Initiative. The Briefing featured how the Cooperative Disability Investigations Unit has helped save taxpayer money by curbing Social Security fraud.

Ohio was also highlighted as a model for disability determinations. Ohio ended FFY 18 with an accuracy rate, as measured by SSA, of 99.3%. Also noted was the Fast Track System, which swiftly processes military casualty and critical cases in as little as 36 days.



### Cooperative Disability Investigations Unit Savings (in millions)

	SSA Program Savings	Non-Program Savings
FY 2011	\$24.6	\$18.0
FY 2012	\$22.5	\$17.2
FY 2013	\$24.6	\$21.1
FY 2014	\$26.6	\$24.9
FY 2015	\$15.3	\$24.4
FY 2016	\$13.2	\$21.7
FY 2017	\$12.7	\$22.2
FY 2018	\$11.7	\$19.0

### Congressional Briefing Highlights Disability Determinations

In June 2019, the DDD hosted a Congressional Briefing for the Chicago region of the SSA, which includes Ohio, Michigan, Indiana, Illinois, Wisconsin, and Minnesota.

The briefing gave Congressional staff members an update on services provided to those applying for Social Security benefits,

# Financial Summary

## Federal Fiscal Year 2018

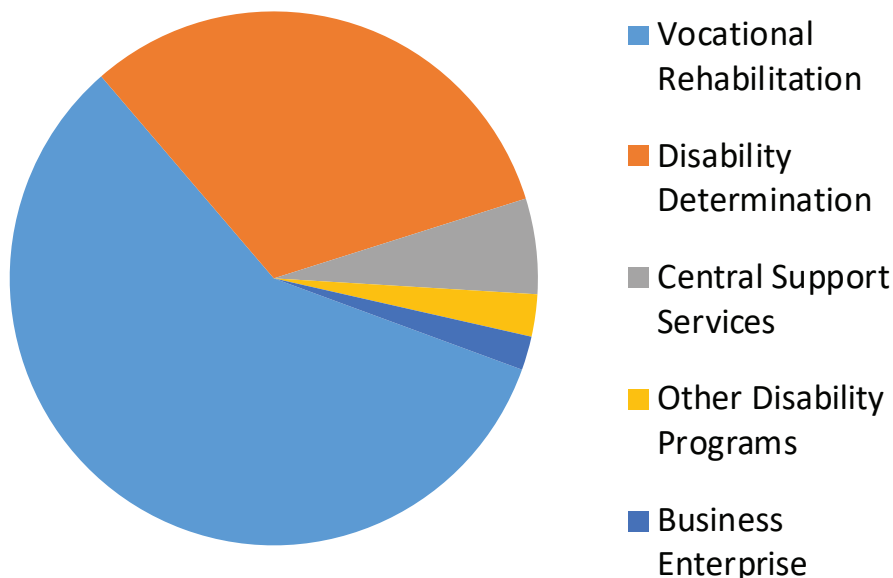
October 1, 2017 - September 30, 2018

### Use of Funds

	Amount	Percent
Vocational Rehabilitation	\$124,873,399	58.1%
Disability Determination	\$67,718,880	31.5%
Central Support Services	\$12,428,430	5.8%
Other Disability Programs	\$5,497,303	2.6%
Business Enterprise	\$4,397,583	2.0%
<b>TOTAL</b>	<b>\$214,915,595</b>	<b>100.0%</b>

### Sources of Funds

	Amount	Percent
Federal Resources	\$186,659,657	86.9%
General Revenue Funds	\$16,094,131	7.5%
State and Local Partnerships	\$8,387,445	3.9%
DUI License Reinstatement	\$2,457,971	1.1%
Business Enterprise	\$1,316,391	0.6%
<b>TOTAL</b>	<b>\$214,915,595</b>	<b>100.0%</b>







# Performance Progress Scorecard

## Vocational Rehabilitation Program

METRICS		FFY 15	FFY 16	FFY 17	FFY 18	Change FFY 15 v FFY 18
Financial	COST PER SERVED (Annual In Plan Only - Case Services)	\$2,760	\$2,921	\$2,697	\$2,536	-8.1%
	AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)	36	28	26.0	25.3	-29.5%
Case Processing	ELIGIBILITY DECISIONS MADE	17,887	19,443	18,542.0	17,870.0	-0.1%
	SERVICE PLANS WRITTEN	12,875	14,090	13,480	13,164	2.2%
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Total (Months from Application)	22.8	19.3	17.6	17.2	-24.6%
	ELIGIBLES and SERVED	38,820	38,876	37,574	35,964	-7.4%
Out-comes	TOTAL CLOSURES W/ EMPLOYMENT OUTCOME	5,562	6,642	5,980	5,755	3.5%
	AVERAGE WAGE	\$10.34	\$11.14	\$11.04	\$11.48	11.0%

## Disability Determination Program

METRICS			FFY 15	FFY 16	FFY 17	FFY 18	Change FFY15 v FFY18
Financial	COST PER CASE	U.S. NATIONAL AVERAGE	\$482.78	\$488.65	\$500.92	\$517.87	7.3%
		OOD COST PER CASE	\$414.40	\$395.76	\$416.17	\$439.04	5.9%
		OOD COST EFFICIENCY	14.16%	19.01%	16.92.%	15.22%	+1.06% points
Claim Processing	DISABILITY DETERMINATION MADE		191,607	201,783	181,288	165,378	-13.7%
	AVERAGE PROCESSING TIME (Days)		86	75	72.1	72	-16.3%
Outcomes	OVERALL DECISIONAL ACCURACY		100.0%	96.5%	98.4%	99.3%	-0.7% points
	ALLOWANCE RATE		33.7%	34.1%	35.4%	36.2%	+2.5% points



## Opportunities for Ohioans with Disabilities

**Mike DeWine**, Governor  
**Kevin L. Miller**, Director

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The Vocational Rehabilitation (VR) program receives 78.7% of its funding through a grant from the U.S. Department of Education (DOE). For Federal Fiscal Year (FFY) 2018, the total amount of grant funds awarded were \$100,336,097. The remaining 21.3% of the costs \$27,155,767, were funded by the state under the VR program.

The services described are funded, in part, with federal funds awarded by the U.S. DOE under the VR, Supported Employment Services, and the Independent Living Services for Older Individuals Who are Blind (OIB) programs. For purposes of the OIB program, Federal funds paid 90% of the total costs incurred under the program. In FFY 2018, the agency received \$1,174,400 in federal grant funds for this program. Funds appropriated by the state paid 10% \$130,489 of the total costs incurred under the OIB program.

For purposes of the Supported Employment program (Youth with a Disability Program), Federal funds paid 100% of the total costs. In FFY 2018, the VR agency received \$303,725 in federal Supported Employment funds (Youth with a Disability Program).

For purposes of the Supported Employment program, federal funds paid 95% of the total costs. In FFY 2018, the VR agency received \$303,725 in Federal Supported Employment funds. State appropriated funds paid 5% \$33,747 of the total costs under the Supported Employment program.

The services described are funded, in part, with federal funds awarded by Health and Human Services (HHS) under the independent living (IL) program. For purposes of the federal IL program the federal grant paid 90% of the total costs of the program. In FFY 2018, OOD received \$632,411 in federal IL funds. Funds appropriated by the state paid 10% of the total costs \$70,268 under the IL program.

The Pre-Employment Transition Services provided under the VR program, described, are funded 100% through a grant from the U.S. DOE. For FFY 2018, the total amount of grant funds used for these services is \$15,050,415.