

# ANNUAL REPORT

## OPPORTUNITIES FOR OHIOANS WITH DISABILITIES

2020



Opportunities for Ohioans  
with Disabilities

2021

### Innovation and Success in Uncertain Times



(BVR)

Bureau of Vocational  
Rehabilitation



(BSVI)

Bureau of Services for  
the Visually Impaired



(EIS)

Division of Employer and  
Innovation Services



(DDD)

Division of Disability  
Determination

# Director's Message



**Opportunities for Ohioans  
with Disabilities**

Dear Friends and Colleagues,

I am proud to present the Opportunities for Ohioans with Disabilities (OOD) Annual Report for Federal Fiscal Year (FFY) 2020 and State Fiscal Year (SFY) 2021. In the pages that follow, we provide an overview of our work over the last year to assist Ohioans with disabilities in achieving quality employment, disability determinations, and independence.

With Ohio Governor Mike DeWine's continued commitment to individuals with disabilities during COVID-19, OOD used telework to serve Ohioans without interruption. This included our Vocational Rehabilitation service delivery so that Ohioans with disabilities could continue their pursuit of employment.

OOD worked with more than 500 Employer Partners to identify urgent staffing needs and maintain an "Urgent Jobs List," centralizing openings with essential businesses to meet employers' needs proactively.

During the first year of the pandemic (3/16/20 through 4/2/21), OOD placed a total of 5,185 Ohioans with disabilities into jobs in health care, warehouse/logistics, customer service, food preparation, retail, manufacturing, and more. The U.S. Department of Education noticed OOD's resiliency and asked our agency to share our innovative practices with other states.

To ensure Ohioans with disabilities applying for Social Security disability benefits did not experience delays, our Division of Disability Determination (DDD) also pivoted. With approval from the Social Security Administration, we used telework to clear 129,636 cases.

During a challenging year, our commitment centered on helping Ohioans with disabilities find their purpose and fulfill their potential. We will continue to be innovative, serving Ohioans with disabilities to make a lasting impact. Follow along with our progress by signing up for our newsletter, visiting [OOD.Ohio.Gov](https://ood.ohio.gov), or by following us on social media (@OhioOOD).

Sincerely,

A handwritten signature in black ink, reading "Kevin L. Miller". The signature is stylized and fluid, with the first name "Kevin" and last name "Miller" clearly visible.

Kevin L. Miller, OOD Director

# About

Opportunities for Ohioans with Disabilities (OOD) is the state agency that empowers Ohioans with disabilities through employment, disability determination, and independence. This is accomplished through the Bureau of Vocational Rehabilitation (BVR), Bureau of Services for the Visually Impaired (BSVI), the Division of Employer and Innovation Services (EIS), and the Division of Disability Determination (DDD).

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) 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.



## **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 and 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.



## **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 percent funding from SSA. The Social Security and Supplemental Security Income disability programs provide benefits to people who meet guidelines set by SSA.





## **PROGRAM** **HIGHLIGHTS** **FEDERAL FISCAL** **YEAR 2020**

- **New applications for Vocational Rehabilitation Services totaled 16,389**
- **Eligibility for Vocational Rehabilitation Services was determined for a total of 15,941 individuals**
- **A total of 12,891 Individualized Plans for Employment (IPEs), personalized written plans outlining individual vocational goals and the services to reach those goals, were created**
- **Vocational Rehabilitation Services were provided to 29,446 individuals with disabilities seeking to find or retain meaningful work**
- **Vocational Rehabilitation assisted 4,962 individuals in the achievement of successful employment outcomes**
- **The average time-frame from application for Vocational Rehabilitation Services to the eligibility determination was 23 days**

## **Services Without Interruption**


At the onset of the pandemic, in response to the significant unmet needs of individuals with disabilities served by the Vocational Rehabilitation program, OOD developed a new service: REACH (Refer, Educate, And Check-In), to support and assist participants in the engagement of community and statewide resources (such as food banks, mental health services, and telehealth options).

As time went on, many individuals with disabilities wanted to continue to work toward their employment goals, and OOD's Employer Partners had urgent workforce needs. Employment services steadily continued with the same commitment and quality that OOD participants have come to know, despite the challenges with social distancing and a tough economic climate.

During the first year of the COVID-19 pandemic, (3/16/20 through 4/2/21), OOD placed a total of 5,185 Ohioans with disabilities into jobs in health care, warehouse/logistics, customer service, food preparation, retail, manufacturing, and more.

Over the last two years, Ohio has averaged in the 92nd percentile amongst all Vocational Rehabilitation programs nationwide for job placement of individuals with disabilities, including two quarters during the pandemic.

The federal Rehabilitation Services Administration's (RSA) national benchmarking shows OOD exceeding the national average in participants continuing to work after receiving OOD services (55.9% of individuals exiting OOD services are employed one year later, outperforming the national average by 28.2%).



**More than 5,000**  
**Ohioans with disabilities**  
**placed into jobs!**

## Pre-Employment Transition Services

[Pre-Employment Transition Services](#) (Pre-ETS) assist students with disabilities by exploring in-demand career options, teaching workplace expectations, and building self-advocacy skills. Watch a [video](#) about how an educator worked with OOD and a community provider to make these services available to students in her district, preparing them for the world of work after high school.

## Ohio Transition Support Partnership



Nakia Woods

OOD and the Ohio Department of Education (ODE) partner to provide the Ohio Transition Support Partnership (OTSP) to improve 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.

Dedicated vocational rehabilitation counselors assist students with disabilities with career exploration and counseling, work-based learning experiences, counseling on post-secondary education, paid work experiences, and job coaching. Watch a [video](#) to learn more about OOD services for students.

## Summer Youth Work Experience



Summer Youth Work Experiences provided students (ages 14-21) with a disability the opportunity to explore careers and gain on-the-job training. Because of COVID-19, flexibilities were in place to provide in-person work experiences or virtual summer youth services. More than 2,000 students across the state participated in the summer of 2020.

OOD's Vocational Rehabilitation staff discussed the value of Summer Youth Work Experiences in a [video](#).

## Ohio College2Careers

In partnership with the Ohio Department of Higher Education, OOD offers Ohio College2Careers to ensure college students with disabilities have the support they need to complete their degree and/or credential, earn higher wages, and meet the demands of tomorrow's labor market.

Ohio College2Careers, supported by Ohio Governor Mike DeWine's budget, provides a full-time, dedicated vocational rehabilitation counselor for the following 15 public colleges and universities: Bowling Green State University, Central Ohio Technical College, Columbus State Community College, Cuyahoga Community College, Kent State University, Lorain County Community College, Miami University, Ohio University, Stark State College, The Ohio State University, The University of Akron, The University of Toledo, University of Cincinnati, Wright State University, and Youngstown State University.





Vocational rehabilitation counselors assist students with disabilities in career exploration and counseling, assistive technology, resume and interview preparation, and job placement.

## Employment First Partnership

### [The Employment First Partnership](#)

between OOD and the Ohio Department of Developmental Disabilities provides community employment services for adults with developmental disabilities. Employment First counselors and regional work incentive consultants work with local county boards of developmental disabilities and dually-certified providers to support individuals interested in transitioning from employment in facility-

based settings (e.g., shelter workshops) to competitive integrated employment.



Brandon Lewis



Amy Zahora

## OOD Jobs for Recovery

An investment by Governor DeWine's budget, OOD Jobs for Recovery provides employment assistance to individuals with substance use disorders and/or mental health disabilities. The program replicates a successful model OOD established with the Butler County Mental Health and Addiction Recovery Services Board and the Butler County Court of Common Pleas. In this model, OOD embeds a vocational rehabilitation counselor and a job developer as active members of the drug court team to help individuals with employment. Staff attend court proceedings and ensure rapid engagement of each participant in career counseling, job placement, and retention services. They also help address employment barriers, such as transportation.

OOD Jobs for Recovery is an innovative strategy to provide employment support for individuals served through certified specialized dockets in the following counties: Ashtabula, Butler, Franklin, Lucas, Miami, Scioto, and Summit.



Terry Sisk





## **PROGRAM HIGHLIGHTS FEDERAL FISCAL YEAR 2020**

- New applications for Services for the Visually Impaired totaled 961
- Assisted individuals in the achievement of successful employment outcomes in 329 cases
- Collaborated with Community Centers for the Deaf to provide support and communication services to individuals who are deaf, hard of hearing, and deaf-blind
- The Independent Living Older Blind program assisted 552 individuals in meeting their independent living goal
- Business Enterprise Program assisted three individuals in becoming Business Enterprise Operators

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 2020, BSVI received 961 applications for services. Individuals continued to receive services safely thanks to the efforts of staff, stakeholder groups, and partners throughout the state.

## **Making Coronavirus Information Accessible**

OOD provided three American Sign Language (ASL) interpreters to translate Governor Mike DeWine's regular coronavirus briefings into ASL, supporting approximately 303,000 deaf or hard-of-hearing Ohioans. The



*Tisha Cotterel*

interpreters played a vital role in keeping Ohioans whose native language is ASL up-to-date on critical information in real-time.



On April 30, 2021, Ohio Governor Mike DeWine and First Lady Fran DeWine (far left) dedicated a special memorial grove of trees to honor the victims and survivors of COVID-19 as well as all Ohioans who made personal sacrifices to protect others amid the coronavirus pandemic. He is pictured here with ASL interpreters, from left to right: Marla Berkowitz, Marlena Smith, and Christy Horne.

With more than 280,000 Ohioans who are blind or have low vision, OOD collaborated with the Ohio Channel to provide braille-ready transcripts of Governor DeWine's coronavirus briefings, as well as key fact sheets. Through sponsorships with OOD and other agencies, the National Federation

of the Blind (NFB) offers NFB-NEWSLINE, a free audio news service for anyone who is blind, low-vision, deaf-blind, or has a reading disability. The service, which provides access to more than 500 publications, job listings, newspapers, and more, regularly shared Governor DeWine's press briefing transcripts and fact sheets.

## Partnering with Community Centers for the Deaf

OOD continued to join with community partners to provide support and communication services to individuals who are deaf or hard of hearing, as well as deaf-blind individuals, their families, and communities. During FFY 2020, \$794,306 was provided to nine Community Centers for the Deaf in Ohio to provide 19,000 hours of support services. The Centers provided skills training, peer support, advocacy, interpreting/communications services, and more. The Centers also offered 14 workshops for employers to promote the hiring of individuals with disabilities and increase understanding of available resources.

In partnership with the Community Centers for the Deaf and the Ohio Department of Health, OOD made a series of ASL videos available to communicate important COVID updates, including vaccination information.

## OOD's Business Enterprise Program

OOD's Business Enterprise (BE) Program provides entrepreneurial careers in vending services by licensed operators who are legally blind. The program currently has 77

licensed operators managing businesses in food service and vending throughout Ohio. BE Managers manage cafeterias, convenience



Department  
of Health



Opportunities for Ohioans  
with Disabilities



Community Centers  
for the Deaf



stores, snack bars, and vending machines in state and federal buildings and highway rest areas, where licensed operators have priority under the Randolph-Sheppard Act and the Ohio Revised Code. The program also operates at state universities, colleges, and county buildings.

The BE Program held its Statewide Training Conference virtually on October 21, 28, and November 4, 2020. During the conference, BE Operators, licensees, trainees, and BE Program staff received updates and training, participated in a round-table, and enjoyed an awards ceremony. Three new licensees were welcomed to the BE Program.

## Personal Care Assistance Program

Many people with severe physical disabilities require assistance in activities of daily living so that they can go to work, look for a job, or participate in training for a job.

The Personal Care Assistance (PCA) Program provides partial funding to these individuals so they may hire attendants and be as independent as possible.

In FFY 2020, the PCA Program served a total of 146 individuals. Of these individuals, 84% were competitively employed; 7% were looking for competitive employment, and 9% were attending a training program to prepare for competitive employment.





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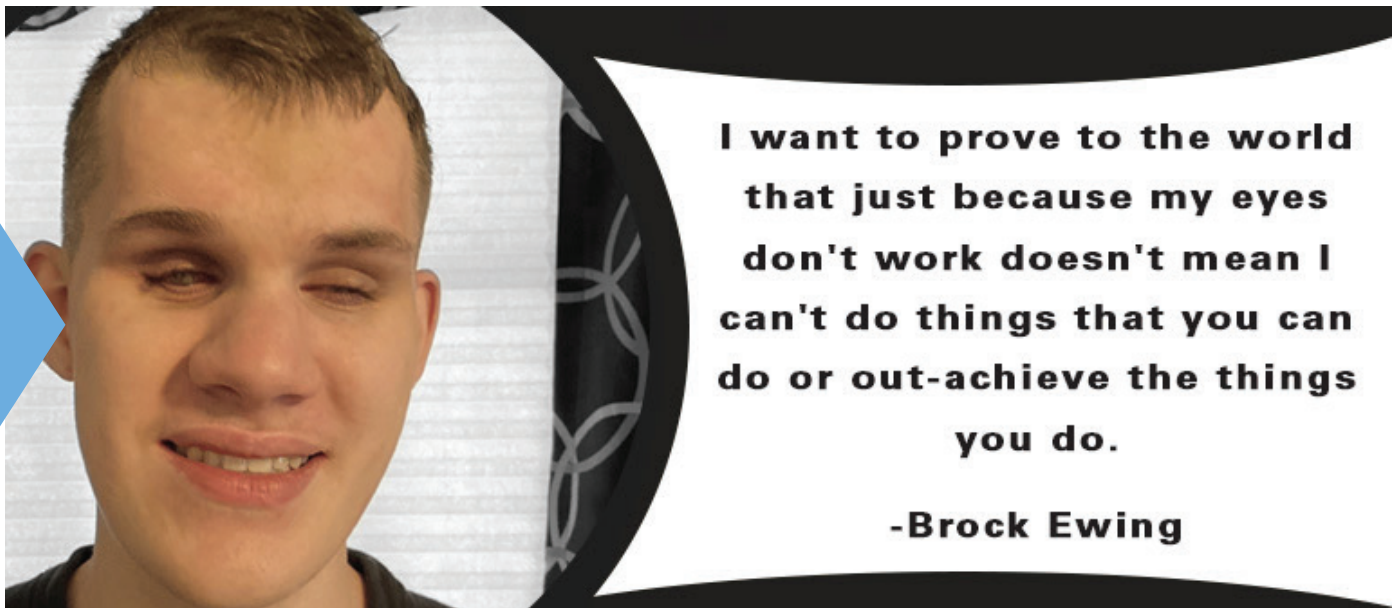
The Personal Care Assistance Program is great for anyone who relies on an attendant for help to get through the day.

-Mike

”

## Services for Students at the Ohio State School for the Blind and Ohio School for the Deaf

Services were provided for students at the Ohio State School for the Blind and the Ohio School for the Deaf through a dedicated Vocational Rehabilitation Counselor at each school. These counselors provide vocational counseling, training, and job placement assistance to help them transition to college and employment after graduation.



**I want to prove to the world that just because my eyes don't work doesn't mean I can't do things that you can do or out-achieve the things you do.**

**-Brock Ewing**



## **PROGRAM HIGHLIGHTS** **FEDERAL FISCAL YEAR** **2020**

- Supported OOD participants in filling critical employment positions during the COVID-19 pandemic
- Hosted 24 virtual hiring events across the state 535 job seekers and students with disabilities to connect one-on-one with 72 employers
- Recognized 27 employers for their commitment to providing employment opportunities for individuals with disabilities
- Launched the “Career Development Toolkit” for Ohio College2Careers students
- Hosted “The Employers’ ADA Handbook,” a five-part training series to help employers navigate Title I of the Americans with Disabilities Act (ADA)
- Hosted free webinars for Employer Partners on “Disability Etiquette,” “Inclusive Hiring: Applicants with Disabilities,” “Navigating the Reasonable Accommodations Process,” “Accessibility Hour with OOD,” “Job Developers and Job Coaches in the Workplace,” and “Top 10 Accessibility Resolutions”
- Launched the Inclusive Employer Toolkit

## **Supporting Critical Employment Positions**

During COVID-19, OOD continued to meet the needs of employers and participants by transforming its services to business. The Business Relations team reached out to more than 500 Employer Partners to identify urgent staffing needs. OOD quickly developed an “Urgent Jobs List,” centralizing hundreds of openings with essential businesses. Job examples range from patient transporters at hospitals to operators at warehouses to production assistants at a large hand sanitizer manufacturer based in the state. OOD facilitated 696 interviews for 535 OOD participants with 72 unique employers through 24 virtual hiring events throughout SFY 2021.

## **Virtual Hiring Events and National Disability Employment Awareness Month & 2020 Employer Partners of Inclusion Award**

National Disability Employment Awareness Month is a campaign held in October to raise awareness on employment issues for people with disabilities and celebrates the many contributions of America’s workers with disabilities. The 2020 theme was “Increasing Access and Opportunity.” OOD led the state’s efforts across Ohio to promote the benefits of hiring individuals with disabilities by hosting five virtual hiring events designed to connect OOD job seekers with employers.

The annual OOD Employer Partners of Inclusion Awards recognized and honored businesses that hire individuals with disabilities. To be considered for an Employer Partners of Inclusion Award, businesses must be an employer partner with OOD, have hired at least five OOD job seekers, and must meet specific criteria that demonstrates their level of diversity and inclusion practices for individuals with disabilities in the workplace. Awards were presented for Champion of Inclusion, Platinum Level, Gold Level, and Silver Level.



## The 2020 Champion of Inclusion Award winner is...

Click to see video

### 2020 Champion of Inclusion Award Winner: The Kroger Co.



OOD recognized The Kroger Co. as the 2020 Champion of Inclusion Award winner for their commitment to the inclusion of individuals with disabilities in the workplace, and for being a leader of diversity and inclusion best practices in Ohio.

Kroger has collaborated with OOD for several years to increase employment opportunities and job retention for people with disabilities throughout its grocery stores and distribution centers in Ohio. During the year before this recognition, Kroger hired 217 OOD job seekers. In response to the COVID-19 pandemic, Kroger took the initiative to create accessible communications to ensure the health and safety of its associates with disabilities.

The following Ohio businesses were also recognized as 2020 Employer Partners of Inclusion Award winners:

- **Platinum Award:** Advance Auto Parts, FedEx, Giant Eagle, OhioHealth, The Ohio State University and OSU Wexner Medical Center, and Walgreens.
- **Gold Award:** Aramark, Bob Evans, Cleveland Clinic, InfoCision, Janitorial Services Inc., KeyBank, Levy Restaurants, MaritzCX, a company of InMoment, Meijer Inc., Mercy Health, Procter & Gamble, ProMedica/Heartland - HCR ManorCare, Sodexo, Speedway, Staffmark, Startek, and Teleperformance USA.
- **Silver Award:** Amazon, Incept Corp, and University Hospitals.

OOD congratulates the 2020 Employer

Partners of Inclusion Award winners for their commitment to establishing and growing a culture of diversity and inclusion in the Ohio workplace for individuals with disabilities.

## Career Development Toolkit

Virtual Information Sessions were provided throughout the 2020 fall semester to help Ohio College2Careers students build self-esteem and skills, put their best foot forward, and prepare for career success. Ohio C2C Counselors hosted weekly sessions to help think and plan beyond college to get ready for a great career. To accompany these Information Sessions, a [Career Development Toolkit](#) with videos and fact sheets covers topics including Networking, Social Media Etiquette, and Creating a Résumé.

## OOD Vocational Apprenticeship Program

Governor DeWine's Executive Order ([2019-03D](#)) established Ohio as a Disability Inclusion State and Model Employer of Individuals with Disabilities, requiring all state agencies to increase recruitment, hiring, and advancement of people with disabilities. To support this effort, OOD developed a Vocational Apprenticeship program for students and adults with disabilities to assist them in gaining access to state government employment. The goal of this program is for apprentices to secure permanent employment in state government upon completion of the apprenticeship.

OOD partners with State of Ohio agencies to identify their workforce needs and develop apprenticeship opportunities that align with the job and educational goals of OOD-eligible participants. OOD assists participants to apply and interview for



Janae Miller





Reba Skipper

the apprenticeship, complete the onboarding process, and receive any needed on-the-job supports. Through the program, OOD funds all wages for the apprentices, up to \$15 per hour, 25 hours per week, for a maximum of 1,000 hours.

In SFY 2020, OOD funded 13 vocational apprenticeships for individuals with disabilities served by OOD, in order to create a strong recruitment pipeline for permanent employment. Since its launch, five apprentices have been hired into permanent employment with state agencies. OOD Director Miller presented on the Vocational Apprentice Program for the Council of State Government's Virtual 2020 National Conference.

## "The Employers' ADA Handbook" Training Series

In honor of the second anniversary of Executive Order 2019-03D, OOD hosted "[The Employers' ADA Handbook](#)," a five-part series to help employers navigate Title I of the Americans with Disabilities Act (ADA). Topics included the purpose of Title I of the ADA, guidelines for providing reasonable accommodations, best practices for navigating performance, conduct, and safety with employees with disabilities, and resources and funding available to support employers in providing accessible work environments. The series concluded with an Accessibility Hour to answer frequently asked questions from the previous four webinars.

## The Employers' ADA Handbook

Session 1 Title I Overview

Ohio Opportunities for Ohioans with Disabilities

## Additional Free Webinars for Employers

On July 26, 2020, the 30th anniversary of the signing of the Americans with Disabilities Act, Governor DeWine shared a video to honor the milestone and announce that OOD would offer an on-demand Disability Etiquette Training. The free online [training](#) included firsthand accounts from Ohioans with disabilities and tips for respectful interactions.

Additional free webinars for employers included "[Inclusive Hiring: Applicants with Disabilities](#)," "[Navigating the Reasonable Accommodations Process](#)," "[Accessibility Hour with OOD](#)," "[Job Developers and Job Coaches in the Workplace](#)," and "[Top 10 Accessibility Resolutions](#)."

## Inclusive Employer

Toolkit



## Inclusive Employer Toolkit

Ohio Lt. Governor Jon Husted announced OOD's launch of the [Inclusive Employer Toolkit](#), designed to help employers recruit, hire, and retain employees with disabilities and foster an inclusive workplace. The Inclusive Employer Toolkit, which can be used in its entirety or by section, is a guide to creating an inclusive workplace and accessing this hidden pool of talent.



**PROGRAM**  
**HIGHLIGHTS**  
**FEDERAL FISCAL**  
**YEAR 2020**

- **Cleared 129,636 total cases**
- **Processed initial cases in an average of 95 days, compared to a regional average of 102 days**
- **Surpassed the budgeted workload established by the Social Security Administration (SSA), processing 107% following SSA's adjustment due to the pandemic**
- **Achieved the third lowest cost per case (\$533.66) in the six-state Chicago Region**

**Serving and Supporting Taxpayers**

Decisions on whether Ohioans are eligible for Social Security disability benefits are crucial for people looking to create a dependable foundation for their lives. Staff at OOD's Division of Disability Determination (DDD) understand those needs and the importance of quickly processing cases and delivering accurate decisions.

DDD processes applications made to the Social Security Administration (SSA) for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

For each disability claim, a team of Disability Claims Adjudicators, disability specialists, and medical/psychological consultants review each applicant's medical and work history. The team determines whether applicants meet federal medical eligibility criteria for disability and blindness.



**Ohio Direct Referral Demonstration**

OOD launched the Ohio Direct Referral Demonstration (ODRD), a joint effort of SSA, DDD, and OOD's Bureau of Vocational Rehabilitation (BVR). This random assignment demonstration tests the effectiveness of providing direct referrals to vocational rehabilitation services for 18- and 19-year-olds who are or may become SSI or SSDI recipients. It is estimated that approximately half of all child SSI recipients will not continue to qualify for benefits when adult eligibility criteria is applied. The benefit of this demonstration is to learn about the effectiveness of the DDD providing direct referrals to BVR and whether this strategy leads to employment and a decreased reliance on SSA disability programs. This research builds off other efforts to improve the adult employment outcomes and financial independence for SSI recipients and SSI and SSDI applicants, who are in the process of transitioning to adulthood.

Recruitment began on January 24, 2020 and continues until October 31, 2022. During FFY 2020, a total of 135 individuals agreed to take part in the project.



## Cooperative Disability Investigations Unit Savings

The Cooperative Disability Investigations Unit (CDIU) mission is to resolve questions of fraud in SSA's disability programs, supporting the strategic goal of ensuring the integrity of the programs, with zero tolerance for fraud. This mission is accomplished through the combined skills of DDD staff, the Office of the Inspector General, SSA, and state and local law enforcement personnel. 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. Ohio's CDIU had the third-highest SSA savings at \$5,975,012, and the second highest Non-SSA savings at \$9,845,334 out of the 46 Units in the nation for FFY 2020.

## 2021 Commissioner's Honor Award

SSA Commissioner Andrew Saul announced Ohio DDD staff received the 2021 Commissioner's Honor Award, which is the highest SSA honor for excellence, awarded for superior public service.

Over the last two years, DDD updated to a new Disability Case Processing System (DCPS). In June 2020, DDD began to rely on the new system and phase out the older version. Exceptions to the new system led DDD, in conjunction with various SSA partners, to quickly form a team to address barriers, process exceptions, and ensure all customers receive timely service. The DDD team learned and used the Modernized Integrated Disability Adjudicative System case processing system to address the resulting challenges while providing internal

support to the intake/closure department, consultative exam scheduling, and medical/psychological consultant reviews.

According to SSA Commissioner Saul, "Their commitment and dedication to the project has resulted so far in hundreds of Ohioans, whose disability cases cannot be processed in DCPS, receiving prompt service" as well as saving more than \$500,000 by not renewing the older system.



Opportunities for Ohioans  
with Disabilities

Ten of the members of this team (left to right, top to bottom), Isaac Sneed, Matthew Welsh, Deborah Sedwick, Derek Chrisman, Frederick Schindler, Jamie Dyer, Orlando Rodriguez, Jennifer Koppelman, Justin Blaskie, and Andrew Schwochow, are OOD employees.

## Inspector General Award

Inspector General Award honored the CDIU members that were part of the Disability Case Processing System Initiative. The award highlighted the CDIU's expeditious service on pending claims over a two-week period of time during the COVID-19 pandemic. This resulted in SSA saving \$1.2 million and also helped with the transition to the new processing system. Four of the members of this team are OOD employees.





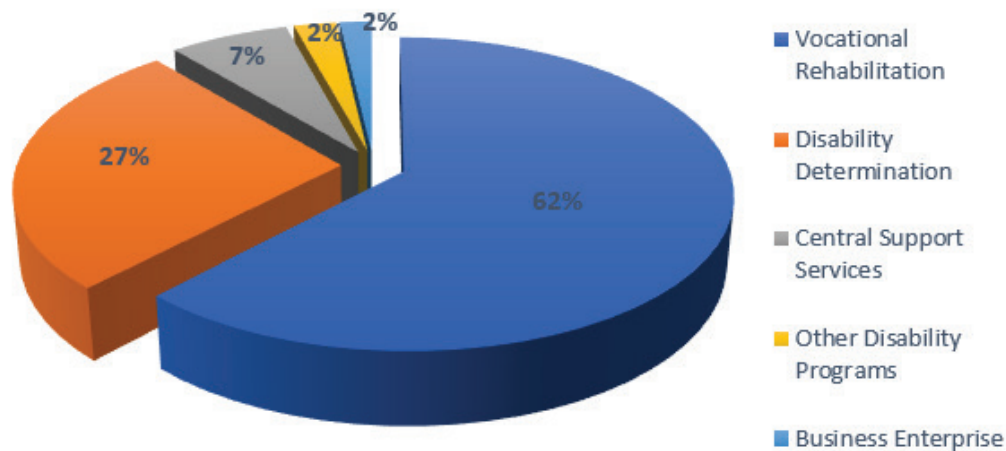
# Podcast Explains Applying for Social Security Disability Benefits

In [episode 27](#) of OOD Works podcast, DDD and SSA staff answered questions about applying for disability benefits. Featured guests included Robert Fenn, Public Affairs Specialist with SSA; Brandon Smith, Public Affairs Specialist with SSA; Beth Baker, Professional Relations Officer and Field Office Liaison with DDD; and Kristen Alexander, Disability Claims Manager with DDD.





### Use of Funds by Program



## Federal Fiscal Year 2020 October 1, 2019 – September 30, 2020

Use of Funds	Amount	Percent
Vocational Rehabilitation	\$ 141,519,009	62.1 %
Disability Determination	\$ 61,126,119	26.8 %
Central Support Services	\$ 15,608,462	6.9 %
Other Disability Programs	\$ 5,511,222	2.4 %
Business Enterprise	\$ 4,187,359	1.8 %
<b>TOTAL</b>	<b>\$ 227,952,171</b>	<b>100.0 %</b>
Sources of Funds	Amount	Percent
Federal Resources	\$ 198,496,623	87.1 %
General Revenue Funds	\$ 18,566,044	8.1 %
State and Local Partnerships	\$ 7,192,412	3.2 %
DUI License Reinstatement	\$ 2,580,566	1.1 %
Business Enterprise	\$ 1,116,526	0.5 %
<b>TOTAL</b>	<b>\$ 227,952,171</b>	<b>100.0 %</b>

## Disability Determination Program

METRICS			"FFY 2016 "	"FFY 2017 "	"FFY 2018"	"FFY 2019"	FFY 2020	"Change FFY 16 v FFY 20"
Financial	COST PER CASE	REGIONAL AVERAGE COST PER CASE	\$496.27	\$505.24	\$521.58	\$530.00	\$616	24.1%
		OOD COST PER CASE	\$395.76	\$416.17	\$439.04	\$437.00	\$501	26.6%
		OOD COST EFFICIENCY	20.3%	17.6%	15.8%	17.7%	18.7%	- 1.6% points
Claim Processing	DISABILITY DETERMINATIONS MADE		201,783	181,288	165,378	160,346	129,636	-35.8%
	AVERAGE PROCESSING TIME (Days)		75	72.1	72	79	95	26.0%
Outcomes	OVERALL DECISIONAL ACCURACY		96.5%	98.4%	99.3%	100.0%	95.9%	- 0.6% points
	ALLOWANCE RATE		34.1%	35.4%	36.2%	39.7%	41.8%	+ 7.7% points

\*\*\* Disability determinations made and average processing time were changed for FFY 2018 based on updated info from DDD on 8/1/2019.

## Vocational Rehabilitation Program

METRICS			"FFY 2016 "	"FFY 2017 "	"FFY 2018"	"FFY 2019"	FFY 2020	"Change FFY 16 v FFY 20"
Financial	"COST PER SERVED (Annual In Plan Only - Case Services)"		\$2,921	\$2,697	\$2,536	\$2,475	\$2,682	-8.2%
Case Processing	"AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)"		28	26.0	24.1	23.4	23.8	-15.0%
	ELIGIBILITY DECISIONS MADE		19,443	18,542	17,870	18,396	15,941	-18.0%
	SERVICE PLANS WRITTEN		14,090	13,480	13,164	13,934	12,873	-8.6%
	"TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Total (Months from Application)"		19.3	17.6	17.2	17.0	17.1	-11.4%
	"TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Under Age 25* (Months from Application)"				23.3	23.9	24.2	
Outcomes	"TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Age 25 and Over* (Months from Application)"				14.0	13.3	13.2	
	ELIGIBLES and SERVED		38,876	37,574	35,964	36,900	35,308	-9.2%
	TOTAL CLOSURES W/ EMPLOYMENT OUTCOME		6,642	5,980	5,755	5,735	4,959	-25.3%
	AVERAGE WAGE		\$11.14	\$11.04	\$11.46	\$11.83	\$12.46	11.8%

\*Time to Closure w/ Employment Outcome measurements by age group started in FFY 2018





## Opportunities for Ohioans with Disabilities

150 E. Campus View Blvd.  
Columbus, Ohio 43235

Mailing Address:  
400 E. Campus View Blvd.  
Columbus, Ohio 43235

800-282-4536

[www.ood.ohio.gov](http://www.ood.ohio.gov)

[www.oodworks.com](http://www.oodworks.com)

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Programs provided by Opportunities for Ohioans with Disabilities (OOD) are funded, in whole or in part, with federal grants awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS). For purposes of the Vocational Rehabilitation (VR) Program, including Pre-Employment Transition Services (Pre-ETS), OOD received 78.7% of its funding through the DOE VR grant. In Federal fiscal year (FFY) 2020, OOD received \$103,332,949 in federal funds. Funds appropriated by the State covered 21.3 % of the total costs, or \$27,966,859. Of these federal funds, \$15,499,942 is set aside for Pre-ETS.

For purposes of the Supported Employment (SE) Program, the DOE SE grant funded 90% of the costs for the Supported Employment for Youth with a Disability Program up to the grant amount and 100% of the costs of regular Supported Employment program costs up to the grant amount. In FFY 2020, OOD received \$369,584 for SE Youth with a Disability, and State appropriated funds paid the remaining 10%, or \$41,065 of the total costs. In FFY 2020, OOD received \$369,584 in regular SE grant funds.

For purposes of the Independent Living Services for Older Individuals Who are Blind (OIB) Program, the federal grant received from DOE in FFY 2020 paid 90% of the total costs incurred under the program. In FFY 2020, OOD received \$1,148,413 in federal grant funds. Funds appropriated by the State paid over the 10% required match, or \$127,601 of the total costs incurred under the OIB program. For purposes of the Independent Living (IL) Program, the federal grant received from HHS paid 90% of the total costs incurred in FFY 2020. In FFY 2020, OOD received \$641,721 in federal grant funds. Funds appropriated by the State paid over the 10% of the match required or \$71,302 of the total costs incurred under the IL Program.