Utah State Office of Rehabilitation

2013

Delivering Services More Efficiently

USOR 2013 Session Efficiencies

- We are already very efficient and cost effective: RSA Charts; 10 State Comparison; VR – Clients vs FTE; ROI - $5.64 GAP (Attachment)
- Partnerships - CTW; MOUSE; UDOWD; HB-45 –Employment First; WIPA - making sure the person wants to work above SGA before spending large amounts of VR money for training. (attachment)
- USU-CReATE stands for Citizens Re-utilizing Assistive Technology Equipment.
- They run the program – we donate space (attachment)
- Administration – Lean 10.22% UT 12.12% NAT of staff 6.56% UT 11.15% NAT Cost (attachment)
- Reassigning positions – cost effective/service effective – (Attachment)
- VISION SYSTEM– reduced instate travel from $337,556 to $190,706 for average annual savings of $146,850 since FY 2008 – Also gave up 2 fleet vehicles (attachment)
- Lobby monitors – Orientation information, saves staff time
- Sanderson Center – using volunteers/interns In fiscal year 12 DSDHH used 78 volunteers who provided 1,908 hours of service.. if multiplied by ten dollars and hour we would have had to pay out if no using volunteers = $19,080.
- DSBVI – Combine in-state travel to rural UT: low vision, VR counselor and teacher travel together.
- Trained the BEP specialists to become skilled in maintenance and repair of vending equipment to avoid waste of paying for costly repairs and replacement of equipment
- UCAT loaned 153 used computers that were used by VR staff members to VR clients in FFY2012.
- SOAR Partnership with DWS (attachment)
- CDI Unit Partnership with Utah Attorney General's Office (attachment)

Table 4. **Performance of Combined VR Agencies, FY 2011**

State	Number of Eligible Individuals	Number of Eligible Individuals per Million of State Population	Number of Plans	Number of Cases Closed with Employment	Rehabilitation Rate	Percent Transition Age	Percent Working 35 or More Hours per Week	Mean Hourly Wage	Percent Closed in Supported Employment	Mean Cost per Rehabilitation
California (OOS)	40,643	1,078	70,987	11,602	43.30%	33.80%	46.20%	$12.07	15.20%	$5,340.55
Pennsylvania (OOS)	27,268	2,140	64,594	9,887	50.90%	34.40%	60.00%	$12.36	3.40%	$4,736.75
Illincis (OOS)	21,421	1,665	24,392	4,982	54.60%	44.70%	36.80%	$10.43	10.00%	$4,257.09
Georgia (OOS)	17,270	1,760	24,403	4,702	62.60%	44.40%	62.10%	$9.46	10.90%	$3,247.64
Mississippi (OOS)	9,733	3,268	15,243	4,559	73.70%	24.20%	63.70%	$11.03	2.40%	$4,045.94
Alabama	9,948	2,071	25,317	4,547	58.60%	51.50%	55.00%	$9.71	6.30%	$4,345.69
Indiana (OOS)	14,071	2,159	17,485	4,404	53.40%	30.80%	44.60%	$11.34	22.40%	$6,784.55
Utah	13,485	4,787	20,502	3,587	61.10%	27.90%	63.90%	$11.10	3.40%	$4,188.50
Ohio (OOS)	17,687	1,532	18,901	3,373	46.00%	33.80%	44.10%	$11.16	0.00%	$8,221.52
Wisconsin (OOS)	22,184	3,884	21,438	2,973	58.50%	32.50%	36.20%	$11.15	12.00%	$8,564.82
Oklahoma (OOS)	11,147	2,940	18,137	2,812	56.20%	36.30%	64.80%	$11.02	87.80%	$6,453.10
Puerto Rico	13,418	3,620	30,359	2,711	72.50%	67.60%	46.00%	$8.71	7.40%	$7,139.82
West Virginia	8,385	4,519	11,002	2,537	74.30%	39.00%	68.00%	$11.69	4.50%	$5,024.05
Combined Agency Average	9,601	2,724	14,962	2,522	52.90%	36.10%	52.10%	$11.22	13.00%	$5,406.93
Maryland (OOS)	9,089	1,559	14,758	2,437	44.50%	34.10%	40.40%	$10.97	24.00%	$4,040.15
Colorado (OOS)	10,093	1,973	10,489	2,349	53.90%	32.30%	42.00%	$11.98	21.30%	$4,182.22
Louisiana (OOS)	8,127	1,776	18,323	2,313	48.40%	37.40%	60.00%	$12.17	17.10%	$7,654.84
National Average	8,165	1,947	12,616	2,229	54.00%	34.60%	51.30%	$11.31	12.50%	$5,149.12
Tennessee (OOS)	7,981	1,246	14,324	1,734	42.10%	44.30%	42.70%	$10.26	14.20%	$8,378.75
Kansas (OOS)	7,757	2,702	9,857	1,624	48.40%	28.80%	45.00%	$9.83	9.10%	$6,878.45
New Hampshire	5,298	4,019	5,250	1,085	61.20%	25.80%	43.50%	$12.61	6.20%	$4,117.29
Nevada	4,405	1,618	3,918	947	52.50%	21.70%	53.80%	$11.96	4.20%	$3,271.82
Arizona (OOS)	6,712	1035	10,022	945	36.40%	44.90%	60.90%	$11.09	11.60%	$10,633.45
Montana	4,188	4,196	4,514	776	47.80%	21.20%	42.00%	$10.88	10.40%	$5,930.43
North Dakota	3,533	5,166	3,729	761	62.20%	37.50%	61.50%	$12.07	6.20%	$5,682.04
Rhode Island (OOS)	2,764	2,629	4,383	717	60.70%	38.90%	34.70%	$10.89	14.50%	$4,650.84
Wyoming	2,784	4,900	3,549	675	60.40%	24.80%	53.90%	$11.97	24.90%	$4,525.90
District of Columbia (OOS)	2,777	4,494	4,756	660	35.50%	26.20%	70.30%	$13.46	27.40%	$3,488.41
Alaska	2,340	3,238	2,369	634	65.30%	19.60%	63.00%	$14.39	6.20%	$5,488.30
Hawaii (OOS)	1,798	1308	4,526	240	34.60%	36.90%	44.50%	$12.01	2.50%	$6,935.17
Virgin Islands	427	3,897	465	57	65.50%	37.90%	61.20%	$11.77	5.30%	$11,536.35
Northern Marianas	89	1996	111	36	81.80%	11.40%	81.80%	$16.13	0.00%	$4,264.56
American Samoa	199	2,924	428	24	100.00%	12.50%	25.00%	$11.90	0.00%	$4,701.04
Guam	198	1,066	256	21	42.00%	42.00%	61.50%	$15.12	23.80%	$9,528.10

Table 4. **Performance of Combined VR Agencies, FY 2011**

State	Number of Eligible Individuals	Number of Eligible Individuals per Million of State Population	Number of Plans	Number of Cases Closed with Employment	Rehabilitation Rate	Percent Transition Age	Percent Working 35 or More Hours per Week	Mean Hourly Wage	Percent Closed in Supported Employment	Mean Cost per Rehabilitation
American Samoa	199	2,924	428	24	100.00%	12.50%	25.00%	$11.90	0.00%	$4,701.04
Northern Marianas	89	1996	111	36	81.80%	11.40%	81.80%	$16.13	0.00%	$4,264.56
West Virginia	8,385	4,519	11,002	2,537	74.30%	39.00%	68.00%	$11.69	4.50%	$5,024.05
Mississippi (OOS)	9,733	3,268	15,243	4,559	73.70%	24.20%	63.70%	$11.03	2.40%	$4,045.94
Puerto Rico	13,418	3,620	30,359	2,711	72.50%	67.60%	46.00%	$8.71	7.40%	$7,139.82
Virgin Islands	427	3,897	465	57	65.50%	37.90%	61.20%	$11.77	5.30%	$11,536.35
Alaska	2,340	3,238	2,369	634	65.30%	19.60%	63.00%	$14.39	6.20%	$5,488.30
Georgia (OOS)	17,270	1,760	24,403	4,702	62.60%	44.40%	62.10%	$9.46	10.90%	$3,247.64
North Dakota	3,533	5,166	3,729	761	62.20%	37.50%	61.60%	$12.07	6.20%	$5,682.04
New Hampshire	5,298	4,019	5,250	1,085	61.20%	25.80%	43.50%	$12.61	6.20%	$4,117.29
Utah	13,485	4,787	20,502	3,587	61.10%	27.90%	63.90%	$11.10	3.40%	$4,188.50
Rhode Island (OOS)	2,764	2,629	4,383	717	60.70%	38.90%	34.70%	$10.89	14.50%	$4,650.84
Wyoming	2,784	4,900	3,549	675	60.40%	24.80%	53.90%	$11.97	24.90%	$4,525.90
Alabama	9,948	2,071	25,317	4,547	58.60%	51.50%	56.00%	$9.71	6.30%	$4,345.69
Wisconsin (OOS)	22,184	3,884	21,438	2,973	58.50%	32.50%	36.20%	$11.15	12.00%	$8,564.82
Oklahoma (OOS)	11,147	2,940	18,137	2,812	56.20%	36.30%	64.80%	$11.02	87.80%	$6,453.10
Illinois (OOS)	21,421	1,665	24,392	4,982	54.60%	44.70%	36.80%	$10.43	10.00%	$4,257.09
National Average	8,165	1,947	12,616	2,229	54.00%	34.60%	51.30%	$11.31	12.50%	$5,149.12
Colorado (OOS)	10,093	1,973	10,489	2,349	53.90%	32.30%	42.00%	$11.98	21.30%	$4,182.22
Indiana (OOS)	14,071	2,159	17,485	4,404	53.40%	30.80%	44.60%	$11.34	22.40%	$6,784.55
Combined Agency Average	9,601	2,724	14,962	2,522	52.90%	36.10%	52.10%	$11.22	13.00%	$5,406.93
Nevada	4,405	1,618	3,918	947	52.50%	21.70%	53.80%	$11.96	4.20%	$3,271.82
Pennsylvania (OOS)	27,268	2,140	64,594	9,887	50.90%	34.40%	60.00%	$12.36	3.40%	$4,736.75
Louisiana (OOS)	8,127	1,776	18,323	2,313	48.40%	37.40%	60.00%	$12.17	17.10%	$7,654.84
Kansas (OOS)	7,757	2,702	9,857	1,624	48.40%	28.80%	45.00%	$9.83	9.10%	$6,878.45
Montana	4,188	4,196	4,514	776	47.80%	21.20%	42.00%	$10.88	10.40%	$5,930.43
Ohio (OOS)	17,687	1,532	18,901	3,373	46.00%	33.80%	44.10%	$11.16	0.00%	$8,221.52
Maryland (OOS)	9,089	1,559	14,758	2,437	44.50%	34.10%	40.40%	$10.97	24.00%	$4,040.15
California (OOS)	40,643	1,078	70,987	11,602	43.30%	33.80%	46.20%	$12.07	15.20%	$5,340.55
Tennessee (OOS)	7,981	1,246	14,324	1,734	42.10%	44.30%	42.70%	$10.26	14.20%	$8,378.75
Guam	198	1,066	256	21	42.00%	42.00%	61.50%	$15.12	23.80%	$9,528.10
Arizona (OOS)	6,712	1035	10,022	945	36.40%	44.90%	60.90%	$11.09	11.60%	$10,633.45
District of Columbia (OOS)	2,777	4,494	4,756	660	35.50%	26.20%	70.30%	$13.46	27.40%	$3,488.41
Hawaii (OOS)	1,798	1308	4,526	240	34.60%	36.90%	44.50%	$12.01	2.50%	$6,935.17

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Northern Marianas	89	1996	111	36	81.80%	11.40%	81.80%	$16.13	0.00%	$4,264.56
District of Columbia (OOS)	2,777	4,494	4,756	660	35.50%	26.20%	70.30%	$13.46	27.40%	$3,488.41
West Virginia	8,385	4,519	11,002	2,537	74.30%	39.00%	68.00%	$11.69	4.50%	$5,024.05
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Mississippi (OOS)	9,733	3,268	15,243	4,559	73.70%	24.20%	63.70%	$11.03	2.40%	$4,045.94
Alaska	2,340	3,238	2,369	634	65.30%	19.60%	63.00%	$14.39	6.20%	$5,488.30
Georgia (OOS)	17,270	1,760	24,403	4,702	62.60%	44.40%	62.10%	$9.46	10.90%	$3,247.64
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Virgin Islands	427	3,897	465	57	65.50%	37.90%	61.20%	$11.77	5.30%	$11,536.35
Arizona (OOS)	6,712	1035	10,022	945	36.40%	44.90%	60.90%	$11.09	11.60%	$10,633.45
Pennsylvania (OOS)	27,268	2,140	64,594	9,887	50.90%	34.40%	60.00%	$12.36	3.40%	$4,736.75
Louisiana (OOS)	8,127	1,776	18,323	2,313	48.40%	37.40%	60.00%	$12.17	17.10%	$7,654.84
Alabama	9,948	2,071	25,317	4,547	58.60%	51.50%	56.00%	$9.71	6.30%	$4,345.69
Wyoming	2,784	4,900	3,549	675	60.40%	24.80%	53.90%	$11.97	24.90%	$4,525.90
Nevada	4,405	1,618	3,918	947	52.50%	21.70%	53.80%	$11.96	4.20%	$3,271.82
Combined Agency Average	9,601	2,724	14,962	2,522	52.90%	36.10%	52.10%	$11.22	13.00%	$5,406.93
National Average	8,165	1,947	12,616	2,229	54.00%	34.60%	51.30%	$11.31	12.50%	$5,149.12
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Indiana (OOS)	14,071	2,159	17,485	4,404	53.40%	30.80%	44.60%	$11.34	22.40%	$6,784.55
Hawaii (OOS)	1,798	1308	4,526	240	34.60%	36.90%	44.50%	$12.01	2.50%	$6,935.17
Ohio (OOS)	17,687	1,532	18,901	3,373	46.00%	33.80%	44.10%	$11.16	0.00%	$8,221.52
New Hampshire	5,298	4,019	5,250	1,085	61.20%	25.80%	43.50%	$12.61	6.20%	$4,117.29
Tennessee (OOS)	7,981	1,246	14,324	1,734	42.10%	44.30%	42.70%	$10.26	14.20%	$8,378.75
Colorado (OOS)	10,093	1,973	10,489	2,349	53.90%	32.30%	42.00%	$11.98	21.30%	$4,182.22
Montana	4,188	4,196	4,514	776	47.80%	21.20%	42.00%	$10.88	10.40%	$5,930.43
Maryland (OOS)	9,089	1,559	14,758	2,437	44.50%	34.10%	40.40%	$10.97	24.00%	$4,040.15
Illinois (OOS)	21,421	1,665	24,392	4,982	54.60%	44.70%	36.80%	$10.43	10.00%	$4,257.09
Wisconsin (OOS)	22,184	3,884	21,438	2,973	58.50%	32.50%	36.20%	$11.15	12.00%	$8,564.82
Rhode Island (OOS)	2,764	2,629	4,383	717	60.70%	38.90%	34.70%	$10.89	14.50%	$4,650.84
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Northern Marianas	89	1996	111	36	81.80%	11.40%	81.80%	$16.13	0.00%	$4,264.56
Guam	198	1,066	256	21	42.00%	42.00%	61.50%	$15.12	23.80%	$9,528.10
Alaska	2,340	3,238	2,369	634	65.30%	19.60%	63.00%	$14.39	6.20%	$5,488.30
District of Columbia (OOS)	2,777	4,494	4,756	660	35.50%	26.20%	70.30%	$13.46	27.40%	$3,488.41
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Wyoming	2,784	4,900	3,549	675	60.40%	24.80%	53.90%	$11.97	24.90%	$4,525.90
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Utah	13,485	4,787	20,502	3,587	61.10%	27.90%	63.90%	$11.10	3.40%	$4,188.50
Arizona (OOS)	6,712	1035	10,022	945	36.40%	44.90%	60.90%	$11.09	11.60%	$10,633.45
Mississippi (OOS)	9,733	3,268	15,243	4,559	73.70%	24.20%	63.70%	$11.03	2.40%	$4,045.94
Oklahoma (OOS)	11,147	2,940	18,137	2,812	56.20%	36.30%	64.80%	$11.02	87.80%	$6,453.10
Maryland (OOS)	9,089	1,559	14,758	2,437	44.50%	34.10%	40.40%	$10.97	24.00%	$4,040.15
Rhode Island (OOS)	2,764	2,629	4,383	717	60.70%	38.90%	34.70%	$10.89	14.50%	$4,650.84
Montana	4,188	4,196	4,514	776	47.80%	21.20%	42.00%	$10.88	10.40%	$5,930.43
Illinois (OOS)	21,421	1,665	24,392	4,982	54.60%	44.70%	36.80%	$10.43	10.00%	$4,257.09
Tennessee (OOS)	7,981	1,246	14,324	1,734	42.10%	44.30%	42.70%	$10.26	14.20%	$8,378.75
Kansas (OOS)	7,757	2,702	9,857	1,624	48.40%	28.80%	45.00%	$9.83	9.10%	$6,878.45
Alabama	9,948	2,071	25,317	4,547	58.60%	51.50%	56.00%	$9.71	6.30%	$4,345.69
Georgia (OOS)	17,270	1,760	24,403	4,702	62.60%	44.40%	62.10%	$9.46	10.90%	$3,247.64
Puerto Rico	13,418	3,620	30,359	2,711	72.50%	67.60%	46.00%	$8.71	7.40%	$7,139.82

Table 4. Performance of Combined VR Agencies, FY 2011

State	Number of Eligible Individuals	Number of Eligible Individuals per Million of State Population	Number of Plans	Number of Cases Closed with Employment	Rehabilitation Rate	Percent Transition Age	Percent Working 35 or More Hours per Week	Mean Hourly Wage	Percent Closed in Supported Employment	Mean Cost per Rehabilitation
Georgia (OOS)	17,270	1,760	24,403	4,702	62.60%	44.40%	62.10%	$9.46	10.90%	$3,247.64
Nevada	4,405	1,618	3,918	947	52.50%	21.70%	53.80%	$11.96	4.20%	$3,271.82
District of Columbia (OOS)	2,777	4,494	4,756	660	35.50%	26.20%	70.30%	$13.46	27.40%	$3,488.41
Maryland (OOS)	9,089	1,559	14,758	2,437	44.50%	34.10%	40.40%	$10.97	24.00%	$4,040.15
Mississippi (OOS)	9,733	3,268	15,243	4,559	73.70%	24.20%	63.70%	$11.03	2.40%	$4,045.94
New Hampshire	5,298	4,019	5,250	1,085	61.20%	25.80%	43.50%	$12.61	6.20%	$4,117.29
Colorado (OOS)	10,093	1,973	10,489	2,349	53.90%	32.30%	42.00%	$11.98	21.30%	$4,182.22
Utah	13,485	4,787	20,502	3,587	61.10%	27.90%	63.90%	$11.10	3.40%	$4,188.50
Illinois (OOS)	21,421	1,665	24,392	4,982	54.60%	44.70%	36.80%	$10.43	10.00%	$4,257.09
Northern Marianas	89	1996	111	36	81.80%	11.40%	81.80%	$16.13	0.00%	$4,264.56
Alabama	9,948	2,071	25,317	4,547	58.60%	51.50%	56.00%	$9.71	6.30%	$4,345.69
Wyoming	2,784	4,900	3,549	675	60.40%	24.80%	53.90%	$11.97	24.90%	$4,525.90
Rhode Island (OOS)	2,764	2,629	4,383	717	60.70%	38.90%	34.70%	$10.89	14.50%	$4,650.84
American Samoa	199	2,924	428	24	100.00%	12.50%	25.00%	$11.90	0.00%	$4,701.04
Pennsylvania (OOS)	27,268	2,140	64,594	9,887	50.90%	34.40%	60.00%	$12.36	3.40%	$4,736.75
West Virginia	8,385	4,519	11,002	2,537	74.30%	39.00%	68.00%	$11.69	4.50%	$5,024.05
National Average	8,165	1,947	12,616	2,229	54.00%	34.60%	51.30%	$11.31	12.50%	$5,149.12
California (OOS)	40,643	1,078	70,987	11,602	43.30%	33.80%	46.20%	$12.07	15.20%	$5,340.55
Combined Agency Average	9,601	2,724	14,962	2,522	52.90%	36.10%	52.10%	$11.22	13.00%	$5,406.93
Alaska	2,340	3,238	2,369	634	65.30%	19.60%	63.00%	$14.39	6.20%	$5,488.30
North Dakota	3,533	5,166	3,729	761	62.20%	37.50%	61.60%	$12.07	6.20%	$5,682.04
Montana	4,188	4,196	4,514	776	47.80%	21.20%	42.00%	$10.88	10.40%	$5,930.43
Oklahoma (OOS)	11,147	2,940	18,137	2,812	56.20%	36.30%	64.80%	$11.02	87.80%	$6,453.10
Indiana (OOS)	14,071	2,159	17,485	4,404	53.40%	30.80%	44.60%	$11.34	22.40%	$6,784.55
Kansas (OOS)	7,757	2,702	9,857	1,624	48.40%	28.80%	45.00%	$9.83	9.10%	$6,878.45
Hawaii (OOS)	1,798	1308	4,526	240	34.60%	36.90%	44.50%	$12.01	2.50%	$6,935.17
Puerto Rico	13,418	3,620	30,359	2,711	72.50%	67.60%	46.00%	$8.71	7.40%	$7,139.82
Louisiana (OOS)	8,127	1,776	18,323	2,313	48.40%	37.40%	60.00%	$12.17	17.10%	$7,654.84
Ohio (OOS)	17,687	1,532	18,901	3,373	46.00%	33.80%	44.10%	$11.16	0.00%	$8,221.52
Tennessee (OOS)	7,981	1,246	14,324	1,734	42.10%	44.30%	42.70%	$10.26	14.20%	$8,378.75
Wisconsin (OOS)	22,184	3,884	21,438	2,973	58.50%	32.50%	36.20%	$11.15	12.00%	$8,564.82
Guam	198	1,066	256	21	42.00%	42.00%	61.50%	$15.12	23.80%	$9,528.10
Arizona (OOS)	6,712	1035	10,022	945	36.40%	44.90%	60.90%	$11.09	11.60%	$10,633.45
Virgin Islands	427	3,897	465	57	65.50%	37.90%	61.20%	$11.77	5.30%	$11,536.35

FY 2007	UTAH	Arizona	Colorado	idaho	Montana	Nevada	New Mexico	Oregon	South Dakota	Wyoming
Number of Clients Placed in Jobs	3,156	2,087	2,509	2,120	912	1,157	1,833	2,871	860	696
Average Number of Places in Jobs per Counselor	27	9	22	30	23	25	29	23	23	24
Cost Per Client Rehabilitated	$12,211	$34,343	$17,160	$9,425	$15,531	$11,647	$15,847	$15,539	$14,063	$15,554
Average Caseload Size	176	94	172	180	183	175	171	130	141	138

FY 2008	UTAH	Arizona	Colorado	Idaho	Montana	Nevada	New Mexico	Oregon	South Dakota	Wyoming
Number of Clients Placed in Jobs	3,310	1,925	2,618	2,083	913	1,057	2,604	861	2,357	696
Average Number of Places in Jobs per Counselor	29	9	21	29	25	23	21	23	19	24
Cost Per Client Rehabilitated	$10,760	$38,345	$17,513	$9,701	$15,408	$19,571	$17,265	$13,989	$27,591	$16,537
Average Caseload Size	187	69	166	181	201	181	131	136	192	142

FY 2009	UTAH	Colorado	Idaho (General)	Montana	Nevada	North Dakota	Oregon	S Dakota (General)	Washington (General)	Wyoming
Number of Clients Placed in Jobs	3,116	2,415	1,857	799	901	793	1,927	598	2,404	705
Average Number of Places in Jobs per Counselor	26	20	26	20	20	19	16	16	20	24
Cost Per Client Rehabilitated	$12,147	$19,869	$11,395	$17,791	$26,827	$15,695	$24,132	$20,813	$28,107	$17,654
Average Caseload Size	214	155	190	199	119	158	128	13	190	167

FY 2010	UTAH	Colorado	Idaho (General)	Montana	Nevada	North Dakota	Oregon	S Dakota (General)	Washington (General)	Wyoming
Number of Clients Placed in Jobs	3,486	1,235	1,896	716	945	861	1,177	691	116	639
Average Number of Places in Jobs per Counselor	28	12	26	17	21	21	9	18	17	22
Cost Per Client Rehabilitated	$13,734	$41,105	$10,589	$21,452	$25,441	$14,990	$42,181	$14,942	$22,258	$17,721
Average Caseload Size	228	167	196	207	103	170	121	143	84	184

FY 2011	UTAH	Colorado	Idaho (General)	Montana	Nevada	North Dakota	Oregon	S Dakota (General)	Washington (General)	Wyoming
Number of Clients Placed in Jobs	3,587	2,349	2,083	776	947	761	1,793	719	115	676
Average Number of Places in Jobs per Counselor	28	17	29	19	21	18	14	19	18	23
Cost Per Client Rehabilitated	$10,559	$17,108	$7,432	$15,154	$19,659	$13,348	$21,784	$14,127	$22,258	$13,196
Average Caseload Size	232	144	130	197	139	165	123	157	102	189

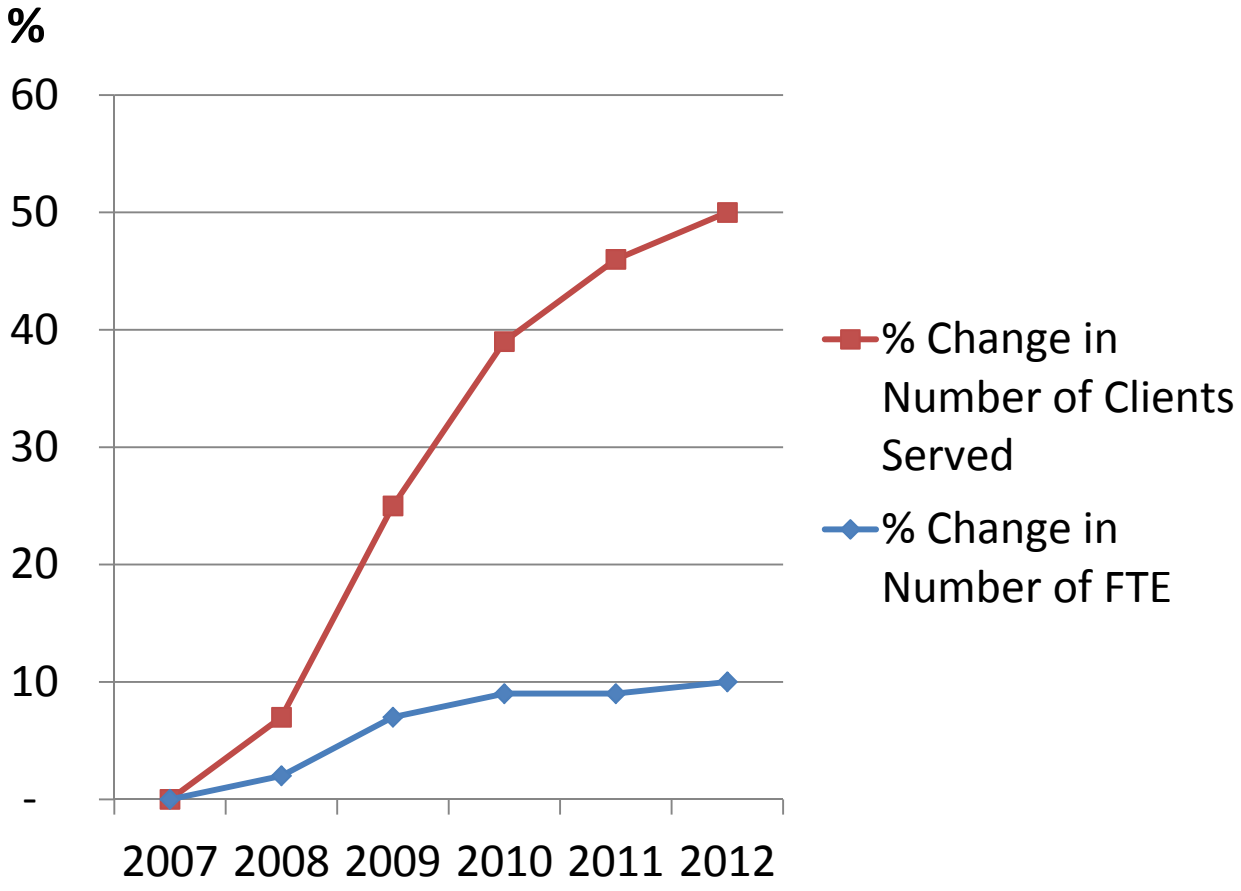
UTAH'S 10 STATE COMPARISON STUDY FOR FFY 2012

FY 2012	UTAH	Colorado	Idaho (General)	Montana	Neveda	North Dakota	Oregon	South Dakota (General)	South Dakota (Blind/Visually Impaired)	Wyoming
Number of Clients Placed in Jobs	3427	2496	1814	830	852	708	2032	823	120	678
Average Number of Places in Jobs per Counselor	27	20	25	20	19	17	17	21	17	23
Cost Per Client Rehabilitated	$10,760	$16,245	$8,966	$16,239	$14,596	$14,519	$19,368	$10,039	$19,419	$13,650
Average Caseload Size	230	157	182	194	130	139	124	147	81	190

Vocational Rehabilitation Program

Comparison of change-
FTE vs. Number of Clients Served
2007-2012

Fiscal Year	# FTE	# Clients Served
2007	232	20,584
2008	236	21,997
2009	248	25,682
2010	253	28,515
2011	253	30,170
2012	255	30,853



Center for
PUBLIC POLICY &
ADMINISTRATION
THE UNIVERSITY OF UTAH

CPPA

Utah State Office of Rehabilitation
Economic Impact Study
January 15, 2010

Authored by Sarah Wilhelm and Jennifer Robinson
The Center for Public Policy & Administration
260 So. Central Campus Dr., Room 214
Salt Lake City, UT 84112
(801) 581-6781

Background:

The purpose of this study was to find out what are the tangible benefits of the vocational rehabilitation program in the form of benefits to individual participants and to the State of Utah. The study included 6030 vocational rehabilitation consumers that were closed from services in FY 2005. The control group were 2058 individuals that were eligible but for whatever reason chose not to participate before closure and 3972 were the program group that did receive services. Earnings information for the study was taken from unemployment insurance data matched to cases for quarterly earnings for 3 years before application and 3 years after closure.

Results:

- The impact on earnings for those who did receive services compared to those that did not was **$3,534** for the first year after services, **$3,347** in the second year and **$2,976** in the third year.

- The average annual increase in earnings for these 6030 consumers is **$3,360.**

- Those who received services are **16%** likely to be employed than those that were closed before services were provided.

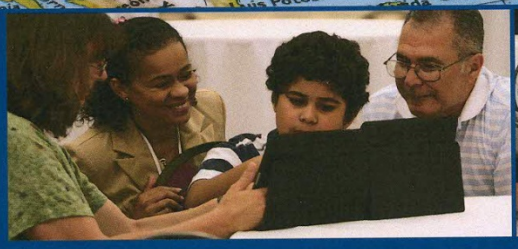
- The reduction in public benefits for these consumers results in **$32,231,036** in savings.

- Federal dollars and impact were factored separately are not included in the return on investment figure below.

- **Return on Investment:** For each state dollar spent, **$5.64** is returned to state in terms of increased taxes and decrease benefits from public programs.

To access full report click on:
http://www.usor.utah.gov/publications/ECONSTUDYFINAL-1-26-10-b.pdf

2012 Annual Disability Statistics Compendium



Disability Statistics & Demographics
Rehabilitation Research & Training Center

This document is available in alternative formats upon request.

November 2012

Table 2.13: Employment: Full-Time, Year-Round (FTYR) Gap—Civilians Ages 18 to 64 Years Living in the Community for the United States and States, by Disability Status: 2011

State	Gap (Between No Disability and Disability)		
	Disability (%)	No Disability (%)	Gap Change (% pts)
U.S.	18.8	49.1	30.4
AL	16.5	49.2	32.7
AK	24.7	49.7	25.0
AZ	18.6	47.0	28.4
AR	19.1	50.6	31.5
CA	17.0	44.6	27.6
CO	24.2	50.9	26.7
CT	19.9	50.4	30.5
DE	20.0	51.8	31.8
DC	17.7	55.0	37.4
FL	17.0	47.8	30.8
GA	17.1	48.1	30.9
HI	23.8	52.9	29.0
ID	21.2	45.8	24.6
IL	18.4	49.2	30.8
IN	20.1	49.2	29.2
IA	21.6	55.6	34.0
KS	25.9	54.9	28.9

State	Gap (Between No Disability and Disability)		
	Disability (%)	No Disability (%)	Gap Change (% pts)
KY	14.9	48.6	33.7
LA	19.7	49.4	29.6
ME	17.7	50.9	33.2
MD	22.5	54.9	32.4
MA	15.8	50.5	34.7
MI	15.2	44.0	28.8
MN	21.4	52.6	31.2
MS	16.2	47.6	31.4
MO	18.8	51.5	32.7
MT	21.4	48.8	27.4
NE	26.5	57.0	30.6
NV	23.7	47.7	24.0
NH	21.1	54.1	33.0
NJ	19.9	51.1	31.2
NM	18.7	47.1	28.4
NY	18.0	49.6	31.5
NC	18.1	49.1	31.0
ND	32.2	57.4	25.3

State	Gap (Between No Disability and Disability)		
	Disability (%)	No Disability (%)	Gap Change (% pts)
OH	17.6	49.8	32.2
OK	21.7	52.6	30.9
OR	17.4	43.6	26.2
PA	17.8	50.4	32.6
RI	17.7	50.1	32.5
SC	15.7	48.2	32.5
SD	29.5	58.6	29.1
TN	17.0	50.0	33.0
TX	23.1	51.7	28.6
UT	23.7	46.9	23.2
VT	17.6	52.5	35.0
VA	20.8	54.7	33.9
WA	19.4	47.9	28.5
WV	15.4	48.7	33.3
WI	20.6	51.6	31.0
WY	31.9	56.3	24.4
PR	14.8	35.0	20.2%

Table 2.13: In 2011, the FTYR employment rate for individuals with disabilities ages 18 to 64 years living in the community was 18.8 percent, while the FTYR employment rate for individuals without disabilities ages 18 to 64 years living in the community was 49.1 percent—a gap of 30.4 percentage points. The FTYR employment gap was greatest in the District of Columbia (37.4 percentage points) and smallest in Utah (23.2 percentage points).

Source: U.S. Census Bureau, 2011 American Community Survey, American FactFinder, Table C23023; <http://factfinder2.census.gov>; (accessed 27 September 2012). Based on a sample and subject to sampling variability.

Utah Work Incentive Planning Services

The Utah Work Incentive Planning Services (UWIPS) help people on Social Security disability understand how working impacts their Social Security and other benefits (including Medicaid, Medicare, food stamps, housing, and many others). This program provides information to help individuals with disabilities make an informed choice about work.

The Social Security disability and other public benefit programs can often be complex, hard to understand, and confusing to navigate. The Benefits Specialist can help people who are on Social Security to:

- Understand Social Security and other benefit systems, what to expect, and what you need to do when there are changes in your employment status.

- Learn about various work incentives available, and which ones you may use.

Choose To Work

CTW is a service provided through a partnership between the Utah State Office of Rehabilitation (USOR) and the Department of Workforce Services (DWS), serving both qualified job seekers with disabilities and community businesses. Assistance to individuals includes: soft skills training, job development and On The Job training. Businesses are provided support and information on federal and state tax credits, workplace accommodations and assistive technology. CTW staff are strategically located though out the state and their work is coordinated so there is no duplication of effort.

S-W-I (Support Work Independence, HB 45)

S-W-I is a partnership between the Utah State Office of Rehabilitation and the Division of Services for People with Disabilities. This program assists individuals with the most significant disabilities to obtain and maintain competitive employment in integrated employment settings by providing supported employment, information and referral for community resources. Eligible individuals are currently waiting for the services of the Home and Community Based Waivers.

Utah Defendant Offender Workforce Development (UDOWD) Taskforce

The Utah Defendant Offender Workforce Development (UDOWD) Taskforce as established in the fall of 2009. Developed as a partnership between federal, state, and local law enforcement, state agencies, non-profit and religious organizations, the UDOWD's primary goal is to assist offenders of the legal system to obtain employment and to become productive members of society. The mission of the UDOWD states: "We unite to facilitate collaboration between Federal, State, and Local agencies in an effort to eliminate barriers between agencies, increase community awareness, assist offenders with increased employment opportunities, and reduce recidivism."

Some of the agencies that make up the UDOWD Taskforce include: U.S. Probation/Pretrial Services; the Utah Department of Corrections, the Federal Bureau of Prisons, the Utah Public Defender's Office; the Utah State Office of Rehabilitation; the Utah Department of Workforce Services; local law enforcement agencies; and faith-based/non-profit organizations. The Utah State Office of Rehabilitation (USOR) was a founding member of the Taskforce, with assigned vocational rehabilitation (VR) counselors in several offices who work with individuals with disabilities with offender backgrounds. VR counselors have received accredited National Institute of Corrections (NIC) training as Offender Workforce Development Specialists (OWDS) and specialize in partnering with other agencies (including law enforcement) to create opportunities for employment for eligible VR clients. The Taskforce consists of an Advisory Board of agency administrators and meets quarterly to discuss and/or approve Taskforce activities. The UDOWD Working group consists of assigned agency liaisons and founding members to give direction to and provide guidance to the County Working groups (located throughout the state of Utah).

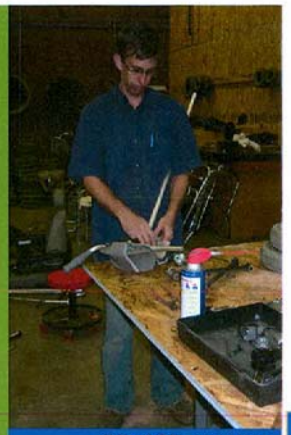
Since the creation of the UDOWD Taskforce, statistics have been collected in terms of the referral process and outcomes for participating offenders in the program. For example, in 2011 the Utah State Department of Corrections had approximately 990 offenders participate in employment training and workshops. The Federal Probation and Parole had a substantial number as well receiving the same pre-employment workshops within the prisons, jails, and/or halfway houses. Of the 990 offenders tracked through the Department of Corrections, 644 obtained employment within ninety (90) days and held that employment for at least thirty (30) days. The employment rate for offenders who complete the pre-employment workshops and are part of the UDOWD collaboration is between 65-70%, well above the national and local recidivism rate for return offenders. The annual cost for incarceration is over $27,000. Substantial savings to the taxpayer in welfare, court, and prison costs are realized through maintained employment by offenders and reduced recidivism rates.

The Utah State Legislature and several other states have demonstrated significant interest in the positive outcomes of the UDOWD Taskforce and Taskforce members have presented at several local and national conferences on the value of partnering in increasing the impact of services on this difficult population.

The USOR is currently tracking a large number of offenders referred to our agency by the UDOWD Taskforce in terms of successful employment outcomes as well (with similar results).

For additional information regarding the UDOWD Taskforce, please contact Gordon Swensen, Field Service Director, Utah State Office of Rehabilitation (USOR), at (801) 538-7548, or by e-mail at gswensen@utah.gov.

A technician refurbishes a donated mobility device.



CReATE program coordinator

Where: CReATE

Judy Ann Buffmire Building

1595 W. 500 S.

Salt Lake City, UT 84104

Contact: 801.887.9398

Email: info@createutah.org

Online: www.createutah.org

Blog: utahatprogram.blogspot.com

Check out our webpage **www.createutah.org** to see the current CReATE inventory available!

Who CReATE Serves:

Services are provided to people with disabilities throughout the state of Utah. CReATE will work with individuals regardless of ethnicity, national origin, religion, geographic location within the state of Utah, age, sex, disability, political affiliation, or belief. No person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination by CReATE.

Utah Assistive Technology Program

UtahStateUniversity
CENTER FOR PERSONS WITH DISABILITIES

Citizens Reutilizing Assistive Technology Equipment

CReATE

INDEPENDENCE

CReATE is an initiative of the Utah Assistive Technology Program

CReATE

Citizens Reutilizing Assistive Technology Equipment

What: CReATE is a non-profit initiative of the Utah Assistive Technology Program that provides refurbished mobility devices at a low cost to the community to enhance independence and improve quality of life.

Devices include:

- Manual wheelchairs
- Motorized wheelchairs
- Motorized scooters

No matter how we travel, we are all on the same journey.™

Quality of Life

Why: Getting a mobility device from CReATE saves individuals money.

Also, parts from donated devices unable to be used by CReATE are recycled by reputable companies.

How: CReATE receives donated mobility devices from the community, that are restored to manufacturer standards by skilled technicians, sanitized, and listed in an inventory database. Devices are given to the client after they pay a service fee based on the work performed on the chair.

Donating a Device:

1. Contact CReATE to determine if the device is acceptable.
2. Arrange to deliver the device to CReATE or have it picked up by one of our staff.
3. Device donations are generally tax deductible.

Getting a device:

1. Call CReATE at 801.887.9398 to make an appointment for an assessment to determine the type of device needed.
2. Fill out the proper paper work. Pay the service fee. Only check or money orders are accepted. Funding assistance may be available for those in need.
3. Pick up the device from the warehouse in Salt Lake City, or for those who are limited by transportation difficulties, delivery may be possible.

V. Agency staffing patterns

The table below provides the number of agency full-time equivalent (FTE) staff in each category, as compared to the prior year and national average for general and combined agencies. See Appendix A for the definitions used in the RSA-2 for reporting purposes.

Table 19. Staffing patterns

Type	FY 2011	Increase or decrease from prior year	Percent of agency total	National average for general/ combined agencies
Administrative staff	28	-1	10.22%	12.12%
Counselor staff	129	+8	47.08%	45.01%
Support staff	113	-2	41.24%	40.96%
Other staff	4	no change	1.46%	1.92%
Total staff	274	+5	100.00%	100.00%

Table 21. Funds used

Type of funds	FY 2011	Increase or decrease from prior year	Percent of agency total	National average for general/ combined agencies
Administrative	$3,740,848	-815,350	6.56%	11.15%
Total all client services	$53,249,322	+6,339,634	93.44%	88.85%
Agency-provided services	$21,361,907	-4,373,539	37.48%	43.39%
Purchased services	$31,887,415	+10,713,173	55.95%	45.47%
Total funds used	$56,990,170	+5,524,284	100.00%	100.00%

What have you done to be more efficient in how services are delivered?

USOR Division of Rehabilitation Services (DRS)

Category:

Service Delivery Redesign

Description

USOR has transformed the service delivery model of the Division of Rehabilitation Services by realigning duties to modified positions within the organization. The purpose of this redesign is to distribute workload duties to new positions (paraprofessional and support positions) that reduce cost while allowing increased time for critical positions to serve a client base that has grown 33% over the past five years.

Activity(ies):

1. Positions redesign in service delivery offices;
    a. Receptionist for full time front desk coverage to replace rotating Office Specialist.
    b. Rehabilitation Technicians to complete work previously done by counselors as paraprofessionals.
    c. Counseling Supervisor priorities realigned for increased time in providing clinical/admin. oversight.
2. Delegation of authority to professional counselor level.

Data:

1. Reclassified 6 positions to Rehabilitation Technician from Rehabilitation Counselor ($53,000 cost reduction).
2. Reclassified 4 positions to Receptionist from Office Specialist ($1,664 cost reduction).
3. General time enhancement for direct client service provision (process time reduction):
    a. Office Specialist; increase of 12-13 hours/week.
    b. Rehabilitation Technician; assumes 40 hours/week "process" duties, 8-9 hours for each of 4-5 counselors.
    c. Counselor; increase of 8 hours per week in direct Rehabilitation Counseling time.
    d. Counseling Supervisor; 35-40% more time each week for clinical and oversight supervision.
4. Number of individuals served annually has grown 33% from 2008 (21,997) through 2012 (30,853).

Cost-Savings/Efficiency Standard:

1. Essential task completion by more cost-effective paraprofessional and support level staff.
2. Enhanced time and quality of supervisory oversight in guiding staff to targeted and most impactful services.
3. Reduction in unnecessary time dedicated to "processing" for streamlined application of services.
4. Increased time for all staff to provide services to an increasing number of individuals seeking/eligible for services.

What have you done to be more efficient in how services are delivered?

USOR Division of Rehabilitation Services (DRS)

Category:

Technology

Description

USOR has implemented technology to replace or eliminate activities previously performed by agency staff. While not reducing the number of staff, it has allowed for more staff time for workload responsibilities associated with the agency serving 33% more clients with a relatively static number of personnel over the past 5 years. Technology has also been implemented to disseminate program purpose information

Activity(ies):

1. Installation and utilization of a statewide HD teleconference video system.
2. Paperless files-Phase I; anything input into electronic data management system is the client record. (Phase II pending- going to entirely paperless files by receiving outside documents in electronic format.)
3. Vocational Rehabilitation Orientation Video
4. Lobby monitor installations for presenting orientation and agency related information.

Data:

1. Savings to agency in travel cost by utilizing teleconference system.

Fiscal Year	Travel Sum Total
2008 (year prior to system)	$ 337,556.30
2009-2012 average (since system)	$ 190,706.30
Average Cost Savings Per Year	**$ 146, 850.00**

2. Support staff time for filing reduced approximately 50%.
3. Time to provide in-person orientation reduced 80-90%.
4. Orientations provided increased from twice to over 20 times per week.

Cost-Savings/Efficiency Standard:

1. Minimize the "windshield time" engaged in by staff when possible, maximize productive time in positions.
2. Cost-cutting to travel expenses for the agency.
3. Significantly reduced time in menial filing tasks, providing this time for direct client service activities.
4. Staff time to provide orientation to the agency significantly reduced or eliminated.
5. On demand information on the agency available to Utahans via website, YouTube, Facebook, etc.
6. Consistency on the understanding, purpose and mission of the agency is provided statewide.

2011 SOAR Outcomes

SSI/SSDI Outreach, Access and Recovery (SOAR) is a federal program to help states and communities increase access to Social Security disability benefits for people who are homeless or at risk of homelessness and who have mental illnesses or other co-occurring disorders. Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), the SOAR Technical Assistance Center offers: (1) strategic planning to establish collaborations among key state and/or local stakeholders and to develop an action plan for increasing access to Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), (2) training of case managers using SAMHSA's Stepping Stones to Recovery *curriculum, and (3) ongoing technical assistance to support action plan implementation, case managers as they work on applications, tracking of outcomes, expansion to new geographic areas and subgroups, and long-term sustainability.*

Since 2006, there have been nearly 15,000 decisions on initial SSI/SSDI applications reported by 44 states using the SOAR approach for people who were homeless or at risk for homelessness (see Table 1, p. 2). This is an increase of nearly 6,000 decisions over the prior year.[1]

The allowance or approval rate on SOAR assisted applications was 71 percent in an average of 101 days (from date of application submission to date of decision). For persons who are homeless who do not receive assistance to apply, the approval rate is estimated at 10-15 percent. For all persons who apply for SSA disability benefits, the allowance rate is 31 percent.[2]

In 2011 alone, SSI/SSDI brought over $85 million into the state and local economies of participating states. In addition, states report that through SOAR they are:

- **Serving individuals who are chronically homeless.** Based on data from 29 states, the individuals served had been homeless for an average of nearly 2 years.
- **Increasing access to housing.** Twenty-six states report collaborations with supportive housing providers and 24 states report that 55% of applicants for SSI/SSDI were housed within an average of 50 days.

Sustainability

Fifteen states reported that they were successful in securing new or sustaining funding for their SOAR programs, including:

- Three SOAR providers received $25,000 each in Community Development Block Grant funds in Wisconsin.
- Local Management Entities (LME) for mental health services in North Carolina are allocating some of their indigent care funding for SOAR caseworker positions.
- The City of Las Cruces in New Mexico funded a full-time SOAR position at the Messilla Valley Community of Hope.
- The Illinois Department of Human Services Bureau of Homeless Services and Supportive Housing has provided funding for 6 SOAR trainings across the state.
- Santa Barbara County, CA has received state Mental Health Services Act funding for 7.5 full-time equivalent positions to implement SOAR.

Implementation of Critical Components

- **Better communication with SSA and DDS.** Based on data from 33 states (representing 7,432 applications), 88 percent of applications were submitted using the SSA-1696 Appointment of Representative Form as recommended by SOAR.
- **Fewer consultative exams.** Based on data from 32 states representing 7,232 applications, only 26 percent of applications required a consultative examination.

Collaborations

Thirty eight states report collaboration with the SAMHSA Projects for Assistance in Transition from Homelessness (PATH) program:

- Dedicated benefits specialists on PATH teams
- SOAR training for PATH outreach and case management staff
- State PATH contacts serve as SOAR coordinators and trainers

[1] Dennis, D., Lassiter, M., Connelly, W. & Lupfer, K. (2011) Helping adults who are homeless gain disability benefits: The SOAR program. Psychiatric Services. 62(11):1373-1376.

[2] 2010 SSI Annual Statistical Report. Pub. No. 13-11827. Washington, DC: SSA, August 2011.

Table 1. 2011 SOAR-Assisted Initial Application Outcomes

State	Locality	Years of Data	Total Decisions	Total Approvals	Allowance Rate (%)	Avg. Days to Decision[3]
Alabama	Birmingham	3	74	53	72	93
Alaska	Anchorage	3	43	32	74	87
Arizona	Phoenix	1	67	32	48	154
Arkansas	Multiple sites	3	153	113	74	61
California	San Diego	< 1	22	14	64	106
	Santa Barbara	< 1	4	4	100	49
	Santa Clara	2010	75	67	89	124
	Sacramento	2010	36	26	72	19
Colorado	Denver (BART)	3	124	74	60	75
	Multiple sites	1	25	17	68	75
Connecticut	Multiple sites	2	66	46	70	66
Delaware	Statewide	3	254	202	80	77
District of Columbia	District	< 1	16	14	88	72
Florida	Multiple sites	4	755	511	68	104
	Miami-Dade	3	673	517	77	68
Georgia	Multiple sites	3	998	710	71	131
Illinois	Multiple sites	1	38	24	63	88
Indiana	Multiple sites	3	18	16	89	99
Iowa	Des Moines	< 1	9	9	100	80
Kansas	Multiple sites	2	232	184	79	127
Kentucky	Multiple sites	4	454	342	75	108
Louisiana	Shreveport	2	42	31	74	96
Maryland	Multiple sites	2	91	78	86	65
Massachusetts	Multiple sites	2	365	200	55	NA
Michigan	Statewide	3	1165	755	65	94
Minnesota	Statewide	4	1186	879	74	117
Mississippi	Biloxi	< 1	4	3	75	45
Missouri	Multiple sites	1	8	6	75	73
Nebraska	Lincoln	3	92	56	61	100
	Omaha	3	169	99	59	95
Nevada	Las Vegas, Reno	3	223	157	70	86
New Hampshire	Nashua	2010	6	5	83	120
New Jersey	Multiple sites	3	118	65	55	138
New Mexico	Multiple sites	3	120	68	57	99
New York	Sing Sing Prison	6	183	155	85	85
	Multiple sites	2	484	283	58	234
North Carolina	Statewide	5	316	249	79	106
Ohio	Statewide	3	1087	618	57	60
Oklahoma	Statewide	4	403	268	67	79
Oregon	Josephine Co	2	144	75	52	90
	Portland (BEST)[4]	4	479	412	86	33
Pennsylvania	Multiple sites	2	20	15	75	81
	Philadelphia	4	742	739	99	32
Rhode Island	Statewide	4	131	94	72	92
South Carolina	Multiple sites	<1	7	7	100	62
	Columbia (MIRCI)	2010	45	43	96	NA
Tennessee	Multiple sites	4	147	119	81	108
	Nashville	5	329	317	96	65
Texas	Houston	3	198	129	65	108
Utah	Statewide	4	1511	943	62	139
Virginia	Multiple sites	4	319	228	71	120
Washington	Statewide (Veterans)	2009	10	10	100	137
West Virginia	Charleston	3	26	16	62	62
Wisconsin	Multiple sites	2	513	363	71	79
Wyoming	Statewide	< 1	1	1	100	100
TOTAL INITIAL DECISIONS			**14,820**	**10,493**	**71**	**101**

[3] Days from date of application submission to date of SSA decision
[4] Includes appeals decisions; not included in days to decision calculation

Collaborations with hospitals were reported by 23 states for some or all of the following:

- Agreements with medical records departments for expedited records at no cost
- Easy access to needed assessments
- Dedicated benefits specialist positions within the hospital
- Grant funding to support local nonprofit SOAR programs
- Discharge planning in state hospitals

Collaborations with corrections were reported by 24 states, including:

- Jail in-reach and collaboration with parole and probation to coordinate services
- Jail diversion programs
- Pre-release planning from state prison
- Training in state departments of corrections

Cost Savings

In most states, once an individual is approved for SSI and Medicaid their treatment providers are able to retroactively bill Medicaid for services provided up to 90 days prior to the date of their SSI application. This means reimbursement for previously uncompensated care as well as payment for ongoing treatment. In Table 2, 11 states report $6.4 million in Medicaid reimbursement, or an average of $10,700 per person, as a result of SOAR. States are also beginning to use Medicaid's Administrative Claiming to help cover the costs of eligibility activities.

Some communities offer people who are disabled and have low incomes a monthly cash stipend to help cover essential living expenses while they apply for SSI. This general or interim assistance is provided while the SSI application is pending. Once approved, the state or county is reimbursed out of the individual's SSI retro-active payments for the income provided (see Table 3). Communities can then use these funds to help support others who need assistance or to fund SOAR efforts to transition people from public assistance to SSI.

Hearings and Appeals

States increasingly are using the SOAR approach to assist with applications in the appeals process, both at reconsideration and hearings by an Administrative Law Judge (ALJ). The number of states using SOAR at the appeals level and tracking their outcomes has doubled since 2010. In 2011, the number of decisions and approvals at the appeals level almost quadrupled

Table 2. Medicaid Reimbursement

Location	Time Frame	Notes	Amount Reimbursed
Alaska ▪ Anchorage	2011	9 approvals	$299,428
Arkansas	2011	2 approvals	$4,044
California ▪ Santa Barbara ▪ Santa Clara County	2011 2010	9 approvals Health Care for the Homeless program	$33,954 $32,580 ($1,209,246 pending)
Georgia	2010-2011	213 approvals (Grady Hospital)	$1.6 million
Kansas ▪ Kansas City ▪ Sedgwick County	2011 2010 2010	172 approvals Community mental health providers	$924,165 $174,000 $134,000
Kentucky ▪ Covington	2008-2010	Medicaid/Medicare for local hospital	$552,000
Michigan ▪ Cadillac	2010	15 approvals	$219,382
Nebraska ▪ Lincoln	2011	27 approvals	$1,131,775
Ohio	2009-2011	1 Benefits specialist	$275,000
Oregon ▪ Portland	2009-2010	37 approvals	$538,848
Wisconsin ▪ Chippewa Falls	2010-2011	3 approvals	$474,000
TOTAL	**11 STATES**		**$6,393,176**

Table 3. Public Assistance Reimbursement

Location	Time Frame	Notes	Amount Reimbursed
Minnesota	2010-2011	427 approvals (SSI advocates) 29 approvals (SOAR/PATH)	$547,950 $72,239
Nevada ▪ Reno	2010 2010-2011	General Assistance Interim Assistance	$318,732 $317,072
Utah ▪ Salt Lake City	2009-2010	General Assistance	$496,000

COOPERATIVE DISABILITY INVESTIGATIONS PROGRAM
OFFICE OF THE INSPECTOR GENERAL
OFFICE OF INVESTIGATIONS
CDI FACT SHEET
DECEMBER 2012

SSA AND NON-SSA SAVINGS BY CDI UNIT

Field Division/Region	CDI UNIT	SSA Savings Report Month	Non-SSA Savings Report Month	SSA Savings FY-To-Date	Non-SSA Savings FY-To-Date
ATLANTA	ATLANTA	$1,202,661	$694,505	$4,361,209	$3,131,369
	COLUMBIA	$1,617,182	$1,045,120	$5,893,115	$3,956,878
	JACKSON	$251,648	$76,621	$732,927	$390,475
	LEXINGTON	$0	$0	$648,278	$473,924
	NASHVILLE	$0	$0	$1,261,750	$775,888
	TAMPA	$1,058,196	$764,176	$3,217,475	$2,137,710
BOSTON	BOSTON	$360,500	$278,139	$2,523,500	$2,180,097
CHICAGO	CHICAGO	$637,725	$518,280	$2,852,957	$1,793,465
	CLEVELAND	$1,627,660	$1,295,036	$5,571,610	$4,305,143
DALLAS	BATON ROUGE	$604,599	$421,384	$2,830,019	$1,797,442
	DALLAS	$1,012,284	$732,172	$3,567,147	$2,556,958
	HOUSTON	$1,810,414	$1,247,794	$4,280,914	$3,075,400
	OKLAHOMA CITY	$991,375	$507,475	$3,759,559	$1,869,022
DENVER	DENVER	$1,081,500	$669,574	$4,506,250	$2,786,646
	SALT LAKE CITY	$1,081,500	$644,321	$3,279,997	$1,952,736
KANSAS CITY	KANSAS CITY	$1,004,738	$644,668	$3,233,897	$1,849,725
	ST. LOUIS	$1,020,761	$664,399	$3,144,644	$2,330,913
LOS ANGELES	LOS ANGELES	$630,875	$466,775	$3,441,200	$4,029,119
	OAKLAND	$1,042,743	$971,845	$3,119,920	$2,618,203
	PHOENIX	$450,625	$334,783	$2,236,600	$1,723,654
NEW YORK	NEW YORK	$0	$0	$450,625	$415,182
	NEWARK	$90,125	$31,036	$180,250	$92,530
PHILADELPHIA	RICHMOND	$1,650,962	$1,368,324	$5,165,837	$4,183,544
SEATTLE	SALEM	$2,464,738	$1,712,320	$6,377,112	$4,263,681
	SEATTLE	$1,601,802	$935,277	$4,733,731	$2,889,562
TOTAL		$23,294,613	$16,024,024	$81,360,523	$57,579,266