



# Utah State Office of Rehabilitation

June 12, 2015 - Project Summary

## Set measurable goals and targets

- **Reduction of VR Counselor: Client Ratio**
  - Increase Rehabilitation Counseling Time
  - Improve & Increase Quality Client Outcomes
  - Improve Quality of Rehabilitation Experience
  - Decrease Average Time in Services
  - Decrease Average Cost Per Client
  - Increase Capacity Through Efficiencies

## Use thinking tools and principles

- Data Analysis (Home Office)
- Client Engagement Analysis (District Management Teams)
  - Review of all open VR Cases
- Process Analysis (Core Leadership Summit)
  - Analyze Constraint Points & Process
  - Analyze Policy, Procedure, Practices
  - Analyze Habits, Myths, Lingertudes
  - Brainstorm Innovation to Overcome Constraints

## Create your strategy

- Learning Collaborating Project with the University of Massachusetts-Boston
  - Technical Assistance
- Rehab Way Core Leadership Summit

## Create your organization

- New USOR Leadership Team
- Rehab Way Core Leadership Summit
- 2015-16 Client Base Transformational Agenda

## Engage staff at all levels

- Rehab Way Core Leadership Summit
- Leadership Listening Posts
- Possible Horizons Committee (s)
- Regular Communication on Progress

## Synchronize policy and projects

- Client Service Leadership Team
- Schedule Regular Meetings
- Develop policy and practice change in support of 2015 Client Base Transformational Agenda
- Monitor Strategies, Tasks, Assignments
- Recommend Training Activities
- Report Progress

## Stay focused

- New USOR Leadership Team
- Ongoing process of review, evaluation and progression in order to achieve agency goals, client satisfaction and program efficiency