

State's Strategies and Use of Title I Funding for Innovation and Expansion Activities: Attachment 4.11(d)

ACCES-VR reserves and uses a portion of federal funds allocated under Section 110 of the Rehabilitation Act for innovation and expansion (I&E) activities, including support of the needs assessment, equitable access and technology. In addition to specific innovation and expansion activities as required, ACCES-VR is engaged in strategic initiatives to expand and improve services to individuals with disabilities which are described in detail in this attachment.

Council Support

Funds are allocated for the operation of the State Rehabilitation Council (SRC) to meet the goals and objectives set forth in the SRC resource plan. The SRC is a full and active partner in the development of ACCES-VR policies, regulations and procedures. The mission of the SRC is to objectively review, analyze, guide and communicate with other entities on behalf of individuals with disabilities, including the Commissioner of the New York State Education Department and ACCES-VR. The SRC assists ACCES-VR in fulfilling the requirements of the Federal Rehabilitation Act for the delivery of quality, consumer responsive VR services.

Technology

Rehabilitation technology is an individualized service that assists individuals with disabilities to achieve full participation in education, rehabilitation, employment, transportation, independent living and recreation. ACCES-VR supports rehabilitation technology that is necessary to achieve the individual's vocational objectives and goals. Assistive technology services and devices will be provided to individuals with disabilities on a statewide basis. ACCES-VR has policies that delineate how assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process.

An individual's need for rehabilitation technology is considered at any stage of the vocational rehabilitation (VR) process. Rehabilitation technology is provided if necessary to assess and develop an individual's capacity to perform in a work environment. Before a determination of ineligibility is made because the severity of an individual's disabling condition(s) is believed to be such that they cannot benefit from VR services, rehabilitation technology must be considered as part of the overall assessment.

ACCES-VR uses VR funds for assistive technology at every stage of the rehabilitation process, through purchase, lease or loan to eligible consumers who otherwise could not access services. Two ACCES-VR policies that provide in-depth information about the provision of a broad range of technology services are 1370.00 Rehabilitation Technology Policy and 441.00 Vehicle Modifications, Adaptive and

Automotive Equipment Policy. ACCES-VR is in the process of updating the Vehicle Modifications, Adaptive and Automotive Equipment Policy and Procedures to facilitate the process for assessment and service delivery.

ACCES-VR has service contracts in place with community rehabilitation programs. Some of these contracts contain provisions for assistive technology services from those qualified providers. ACCES-VR is currently procuring new contracts with community rehabilitation programs, called Core Rehabilitation Services or CRS, which will include assistive and rehabilitation technology services.

ACCES-VR is using technology to improve service delivery to consumers. ACCES-VR also allocates a portion of the I&E funds to improve its electronic case management system, thereby reducing the administrative burdens placed on counseling staff and enhancing the service delivery system through greater efficiencies. ACCES-VR:

- continues to implement technology enhancements to the CaMS electronic record of service as a means of providing additional tools for vocational rehabilitation counselors (VRCs) to manage caseloads and for managers and supervisors to provide oversight;
- has developed and implemented the Supported Employment Information Directory (SEID) to provide critical data to counseling and management staff to assist them with their job responsibilities. The system provides information on each community rehabilitation program to better enable VRCs to assess services and provide options for consumers to make informed choices about their VR services. Supervisors are able to review performance and cost against other data in the system to assist them in their management of the contracts.
- has embarked on a strategic planning process that includes an examination of the full array of technology in the overall service delivery system, including options for a new case management system.

Outreach to Individuals with Disabilities who are Minorities

As a result of the findings in the ACCES-VR's Comprehensive Statewide Needs Assessment, ACCES-VR and the SRC established strategies to address issues raised by the study regarding individuals in the State who may not be able to fully access VR because of their limited English proficiency. ACCES-VR, with the participation of the SRC, established a Limited English Proficiency Work Team to review consumer needs when English is a secondary language. As a result, ACCES-VR:

- translated essential VR service forms and brochures into Spanish, Russian, Mandarin Chinese and Haitian Creole. These forms are available for public use, and include the: "VR Application"; "ACCES-VR Brochure"; "ACCES-VR Basic Guide"; "Due Process Brochure" and "Developing the IPE";

- developed a procedure for purchasing language interpreter and written translation services for consumers with limited English proficiency which provides direction to VRCs on when and how to purchase language interpreter and written translation services;
- continues to share information about the availability of Limited English Proficiency and other VR services with community rehabilitation providers and Independent Living Centers to ensure that they have the staff training and outreach capacity to meet the needs of the State's minority populations.

Outreach to Serve Individuals with Disabilities who have been Unserved or Underserved

Students with disabilities have been identified as a priority population and ACCES-VR has worked to increase access for students with disabilities into the VR system at an earlier age. ACCES-VR has identified youth with disabilities who will transition from secondary schools to adult services and employment as an underserved population. Youth data substantiates that close to one-half of our current caseloads were youth at application. The coordination of meaningful transition services for students with disabilities from school age to postsecondary settings is a priority area for VR and special education collaboration. ACCES-VR coordinates with the Office of Special Education within the State Education Department's Office of P-12 Education. The program managers jointly review and share training information and coordinate efforts by inviting our respective staffs to participate together in transition team activities, including transition training, accommodations, assessment and knowledge of specific disabilities.

ACCES-VR works closely with schools to facilitate the transition of students with disabilities from school to work. Most promising is the trend of increasing employment outcomes for youth. For FFY 2102, 4,322 youth gained employment after receiving ACCES-VR services.

Several strategic actions have been implemented to increase the number of transition students participating in VR services and to increase their achievement of quality employment outcomes. ACCES-VR continues to align internal changes in VR policies with the development of partnerships with the secondary schools and postsecondary institutions within the State. These strategic actions are participation in:

- the Commissioner's Advisory Panel for Special Education which facilitates close communication between the special education and VR programs.
- the CUNY Linking Employment, Academics and Disability Services (LEADS) program, which was developed with the City University of New York (CUNY). ACCES-VR liaison counselors work with CUNY LEADS as they provide employment-related services to students with disabilities who are receiving

services under an Individualized Plan for Employment with ACCES-VR and are enrolled on designated CUNY campuses.

In addition to a focus on serving youth, ACCES-VR has several other initiatives and strategic activities described in this attachment and in other sections of the State Plan aimed at improving services to unserved and underserved populations. ACCES-VR sustains strong interagency partnerships in New York State (NYS) and is an active participant in the following strategic activities:

- the NYS Most Integrated Setting Coordinating Council (MISCC) and the Governor's Cabinet for the development of a New York State Olmstead Plan;
- the NYS Developmental Disabilities Planning Council (DDPC) and its Strategic Planning, Adult Issues and System Coordination Committees;
- the Business Advisory Council of the Mental Health Association of New York State; and,
- the Mental Health Planning Advisory Council of the NYS Office of Mental Health (OMH).

Through participation in these Councils and their respective networks of consumers, families and providers, ACCES-VR is able to continuously improve its responsiveness to the needs of these populations.

Improving Community Rehabilitation Programs

ACCES-VR continuously works to improve the capacity and service delivery of community rehabilitation programs, including supported employment (SE) services to individuals with the most significant disabilities:

- Core Rehabilitation Services (CRS) Redesign. ACCES-VR provides a wide range of VR services through community rehabilitation programs. The new CRS contracts are purposely designed to be flexible and to meet emerging needs and better utilize available resources, with stronger quality assurance and accountability features. Services provided under the CRS contracts will allow for: more consumer choice; performance-based payments for placement and supported employment services; a cost of living adjustment to the payments for services; and includes performance standards that allow for assessment of provider effectiveness. Purchased services under CRS contract include: services to assist with entry into the ACCES-VR program; assessment; assistive technology/rehabilitation; work readiness; job placement; and driver rehabilitation. It will also include adjunct services such as benefits counseling; non job-related coaching supports; mobility training; and transportation. The new contract period will be October 1, 2013 - September 30, 2018.
- Supported Employment (SE) Contract Redesign. Core Rehabilitation Services (CRS) include SE into the overall contract as part of a continuous improvement effort. SE services will be performance-based with defined specific milestone and outcome payments that will improve service delivery and outcomes.

- Consortium for the Advancement of Supported Employment (CASE). CASE is a collaboration comprised of Cornell University's Employment and Disability Institute, as the lead agency, with the Center for Human Services Education (CHSE), a division of the Heritage Christian Services, the NYS Association for Persons in Supported Employment (APSE), and the NYS Rehabilitation Association (NYSRA). An agreement has been drafted with Cornell for a term of five years, with an anticipated start of April 2013. Through the CASE, and collaboration with Chapter 515 Interagency Implementation Team, training and technical assistance will be focused on improving the capacity of community rehabilitation programs to place individuals with most significant disabilities into supported employment.
- Series 1310.00 Supported Employment Policy, Procedures and Provider Guidelines was revised to reflect new evidence-based models of supported employment, develop use of natural supports, enhance compliance procedures and to better align provider guidelines with policy and procedure.
- Chapter 515 Interagency Implementation Team. ACCES-VR has established and leads the Chapter 515 Interagency Implementation Team consisting of ACCES-VR, the Commission on the Blind and Visually Handicapped (CBVH), the Office of Mental Health (OMH), and the Office for People with Developmental Disabilities (OPWDD). The team meets bi-monthly on supported employment issues and is working to assure cooperative implementation of the State Education Chapter 515 Integrated Employment law. Chapter 515 primarily focuses on supported employment, including a memorandum of understanding which outlines the responsibilities of each agency in terms of intensive and extended services. The Chapter 515 Team focuses on communicating programmatic changes with our respective field offices related to new initiatives within the partner agencies and how those changes impact employment services.

Strategies to Improve the Performance Related to Goals, Priorities and Performance Indicators

Priority #1: Increase the employment rate and earnings for individuals with disabilities served by ACCES-VR.

Goal 1.1: Increase the percentage of individuals exiting the VR program after receiving services that achieve an employment outcome and exceed the national standard of 55.8 percent.

RSA Performance Indicator 1.2: Of all closed cases after receiving VR services, at least 55.8 percent will have achieved an employment outcome.

Strategies

- Maintain data bank of job ready consumers.
- Move job ready consumers quickly into CRS or DOL's Disability Employment Initiative (DEI) job placement services.

- Implement protocols for identifying individuals who are “at risk” for Status 28 closure and determining if other supports are needed to sustain the individual in the VR process toward an employment outcome.
- Collaborate with State agency partners, particularly OMH, OPWDD, OASAS, DOL and the Office of P-12 Education, to ensure a cooperative referral process that results in better integration of VR services with the employment preparation resources within their respective systems.
- Adjust the qualifying thresholds in the *Consumer Participation in the Cost of Services* policy so that more individuals can meet economic need and participate in those need-based services that can lead to higher quality employment outcomes.

Goal 1.1.A Youth: Increase the percentage of youth with disabilities (applicants prior to age 22) exiting the VR Program after receiving services that achieve an employment outcome and exceed the national standard of 55.8 percent.

Strategies

- Develop stronger local partnerships with school districts and postsecondary institutions, particularly through local transition and postsecondary consortiums.
- Use volunteer experiences and paid employment to develop work experience for youth.
- Provide experiential learning and work experiences through summer, part-time and temporary work experiences.
- Work collaboratively with other State agencies and community organizations with programs that serve transition-age youth to establish participation in ACCES-VR services.
- Collaborate with the DDPC, OPWDD, the Office of P-12 Education and the University of Rochester Institute for Innovative Transition on implementing better methods for youth with intellectual and developmental disabilities to obtain and maintain employment; continue collaborative planning with OPWDD on their Pathways to Employment 1915 b/c waiver initiative.
- Create a transition unit within ACCES-VR Central Office to coordinate statewide and local efforts in implementing evidence-based transition services throughout the State through technical assistance and capacity-building activities.

Goal 1.1.B Supported Employment: Increase the percentage of individuals that achieve an integrated employment outcome after receiving supported employment services.

Strategies

- Improve the quality of supported employment services by training ACCES-VR and supported employment providers on updated supported employment policy, procedures and guidelines to ensure the integrity and effectiveness of the supported employment.

- Train ACCES-VR counselors who serve as liaisons to mental health programs on OMH Individual Placement with Supports (IPS) model, implementation and provide on-going technical assistance.
- Explore use of “customized” employment techniques and other promising practices for SE and placement services.

Goal 1.1.C Social Security Participants: Increase the percentage of individuals that are recipients of Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI) or SSI/SSDI and achieve an employment rate that exceeds the national standard of 55.8 percent.

Strategies

- Assess the effectiveness of the current strategies for benefits advisement counseling, examining the difference between paid and unpaid benefit advisement services as to how these services can be most effective during the VR process.
- Provide benefits counseling earlier in the VR process.
- Initiate a pilot project with the ACCES-VR District Office and community benefits advisors (e.g. WIPA, DEI, ILC and/or UCS) to more intentionally integrate benefits counseling services into the IPE and throughout the VR process to determine if this results in better outcomes, including higher weekly earnings. Proposed “designs” are being discussed for further development.
- Encourage employment networks (ENs) to continue benefits counseling after VR case closure through the Partnership Plus option.
- ACCES-VR works in cooperation with the Social Security Administration’s SSDI demonstration project in western New York counties called BOND – the Benefits Offset National Demonstration.
- Develop a formal information exchange agreement with the Social Security Administration to facilitate VR services to SSA beneficiaries.

Goal 1.2: Improve earnings of individuals achieving an employment outcome by increasing the percentage who earn at least 200% of Poverty (\$416/week) at closure.

Goal 1.3: Increase the average hourly earnings of individuals employed after participating in postsecondary training when compared to the average hourly earnings of all employed individuals in the State and approach the national benchmark ratio of .52.

Strategies

- Revise the funding structure of ACCES-VR’s *College and University Training and Non-Degree Training at Trade, Business and Other Schools* Policies to increase allowances for books and fees.

- Target improved earnings for individuals by establishing a higher standard for an employment outcome in the development of the Individualized Plan for Employment (IPE) and providing services that can lead to weekly earnings above the 200 percent of poverty level of \$416/week whenever possible. Establish regional goals to achieve these higher wage outcomes.
- Create incentives in future supported employment and direct placement contracts for placement outcomes with higher wages (e.g. substantial gainful activity level).
- Focus on postsecondary education as a means to increasing skilled employment. Increase percentage of individuals receiving postsecondary education and training.
- Develop collaborations with Disabled Student Services and College Career Centers to ensure students who are participating in ACCES-VR postsecondary training have opportunities for work experience in the course of their education. The ACCES-VR Syracuse District Office will continue to pilot the use of Work Try-Out to provide work experiences for some college students, in cooperation with Onondaga Community College and Le Moyne College. This is a promising practice that encourages students to obtain work experiences that may lead to better quality employment outcomes upon graduation.

Priority # 2: Increase services to unserved and underserved groups.

Goal 2.1: The service rate for identified unserved and underserved populations will be commensurate with the NYS population rates for those populations based on race, ethnicity and disability.

RSA Performance Indicator 2.1: The ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program that received VR services; RSA Performance standard > or = .80

Strategies

- Monitor VR participation and outcome measures for those individuals with serious mental illness and with intellectual and developmental disabilities, including individuals with autism spectrum disorders, who are considered at risk for being underserved by the VR Program in context to the broader employment system.
- Engage the Independent Living Centers (ILCs) in a coordinated effort to include independent living services, such as peer counseling and other offerings available at local ILCs that support a person in sustaining their vocational rehabilitation efforts as part of the VR process and the IPE.
- Increase the coordination and participation of VR consumers in adult education and Literacy Zone services, as well as increase the provision of services to English Speakers of Other Languages (ESOL).
- Increase access to interpreters, translators and rehabilitation technology to consumers requiring this assistance, particularly individuals who are hard of hearing or deaf.

- Utilize the appropriate supports for individuals who use ESOL and apply for VR services.

Priority # 3: Improve the quality of ACCES-VR services.

Goal 3.1: Increase consumer satisfaction with VR Program services.

Strategies

- Increase capacity of VR counselors through the provision of continuous training and technical assistance on policy and practice aimed at achieving quality employment outcomes.
- Improve the quality of post employment services, including developing the capacity of individuals to earn higher weekly wages as well as obtaining ongoing supports aimed at economic self-sufficiency, natural supports, asset accumulation and benefits advisement.
- Increase communication to consumers, employers, providers and other stakeholders (associations, school districts) regarding ACCES-VR services and provide opportunities for feedback on services.
- Monitor the vocational process from referral and application, through job placement and closure through monthly performance reports, to increase timeliness and direct VR counselor engagement with consumers to improve the quality of the services and the number of individuals who go to work after receiving ACCES-VR services.

Goal 3.2: Increase collaboration with community partners, particularly the State agency partners who share responsibility for achieving employment outcomes for individuals with disabilities.

Strategies

- ACCES-VR developed a Memorandum of Understanding with the NYS Department of Labor for a cooperative effort through its DEI to improve service options and results for individuals with disabilities served through the one-stop centers.
- Through the DEI initiative, implement the Integrated Resource Team's concept in local one-stop centers by incorporating ACCES-VR counselor participation, yielding more employment outcomes for consumers.
- Collaborate with the NYS Office of Alcohol and Substance Abuse Services (OASAS) on "recovery-oriented" approaches to employment and VR services and train staff.
- Collaborate with the NYS Office of Mental Health to develop guidance for local areas in coordinating their Personal Recovery-Oriented Services (PROS) program with ACCES-VR rehabilitation services and provide training and technical assistance to local MH programs and ACCES-VR district offices.

- Provide community rehabilitation providers who successfully bid on the new Core Rehabilitation Services with a cost of living adjustment to the fees for services to ensure adequate capacity of critical vocational rehabilitation services throughout the State.

Goal 3.3: Increase collaboration with employers that may lead to employment outcomes.

Strategies

- ACCES-VR will continue leading efforts to establish working relationships with businesses within New York State through the National Employment Team (the NET) business initiatives increasing employment opportunities within NYS.
- The ACCES-VR Business Relations and Workforce Development Unit will continue to establish relationships and develop statewide and regional small business partnerships accounts.
- The ACCES-VR Business Relations and Workforce Development Coordinators in each district office maintain a data bank of job ready individuals in order to more effectively respond to job market opportunities.
- Revitalize existing placement consortiums and coordinate efforts to leverage and maximize development and placement resources.

Consumer Satisfaction Survey

In December, 2011, the Potsdam Institute for Applied Research at SUNY Potsdam sent a survey to 6,825 consumers who had received placement services the previous year. The purpose of the survey was to determine the satisfaction of these consumers with the services they received from ACCES-VR, as well as the outcomes they experienced.

The survey consisted of 45 questions, printed in English and Spanish, and available in English on the Internet. The participant pool received placement services between 7/1/2010 to 8/31/2011, and was divided into three status categories; Status 26 (closed with employment); Status 28 (closed without employment); and Status 14, 16, 18, 20, 22 or 24 (continuing services/Other-Open). Surveys were sent to 2,887 participants who were closed employed; 1,260 participants who were closed without employment; and 2,678 participants who were other-open.

There were 864 surveys completed, of which 781 were returned by mail and 83 completed using the on-line version. This is a return rate of 12.7 percent. Most responders were 46-55 years old. The response rate by status was 353 employed (12.2 percent); 90 closed without employment (7.1 percent) and 421 other-opened (15.7 percent).

Over 76 percent of respondents indicated satisfaction with ACCES-VR services, one percentage point less than those surveyed last year, and below the established

target of 90 percent. Only 50 percent of respondents closed without employment reported the same satisfaction. Over 95 percent of the consumers who responded understood that the purpose of ACCES-VR services was to help them get a job, and almost 52 percent reported that orientation sessions were scheduled in less than 30 days.

In 2012, surveys were sent to 10,376 consumers who were receiving postsecondary training, and were closed in employment (Status 26); closed after plan was initiated without employment (Status 28); or were continuing services with an Open status (Status 18 or 22). Preliminary results indicate there was a 9.1 percent response rate, with 86 percent reporting satisfaction with ACCES-VR services. The final report of this survey has not been issued.

Strategies for the Statewide Workforce Investment System to Assist Individuals with Disabilities

ACCES-VR continues to develop and implement strategies focused on enhancing ACCES-VR's role as a partner in the One-Stop System. The New York State Department of Labor (DOL) and ACCES-VR formed a partnership around the DEI. ACCES-VR expects tangible results related to increased access to the full range of one-stop center services for ACCES-VR consumers as well as other individuals with disabilities seeking employment. Through the DOL-ACCES-VR DEI collaboration:

- ACCES-VR liaisons and the Disability Resource Coordinators have developed local plans to coordinate services;
- new DEI Employment Network requirements were aligned to the ACCES-VR Ticket To Work procedures for serving SSI and SSDI participants;
- technology efforts between DOL and ACCES-VR are coordinated to enhance service accountability for achieving established performance benchmarks; and
- ACCES-VR will continue to focus on coordination of services among partners in local workforce areas.
- ACCES-VR and DOL are planning a joint survey of One Stop centers and VR District Offices to assess current levels of coordination.
- ACCES-VR and DOL are exploring strategies for better coordination of youth employment efforts and the use of CareerZone as a counseling tool for VRCs working with young adults.

Equitable Access

ACCES-VR is committed to increasing the options for integrated employment opportunities in New York State without regard to the age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, or marital status of any individual. ACCES-VR is implementing the following strategies:

- ACCES-VR has professional staff able to communicate in the native language of individuals who are non-English speaking or who use other modes of communication, such as sign language. When such staff is not available, ACCES-VR contracts with outside agencies and individuals for interpreter or communication services.
- ACCES-VR counselors by training are well aware of how an individual's cognitive disability might affect his or her ability to participate in the VR process and the need to provide supports and accommodations to these individuals in the VR process.
- ACCES-VR has translated essential forms and documents into Spanish, Russian, Mandarin Chinese and Haitian Creole, and developed a procedure to purchase language and written translation services.
- There are activities at a local level for District Offices to facilitate access to VR services for those individuals re-entering the community after incarceration, as timeliness is critical for successful re-entry. For example, in Brooklyn, ACCES-VR has a leadership role in coordinating the re-entry consortium. In Syracuse, ACCES-VR has a VRC assigned to drug court, helping to divert drug offenders from prison whenever possible through the provision of quality employment services.
- ACCES-VR is working collaboratively with OASAS and has formed an OASAS-ACCES-VR Statewide Team. The team has developed a new Memorandum of Understanding on Recovery (July 2010), a Substance Use Disorder Technical Assistance Brief (January 2011) as guidance for VRCs, and a Vocational Rehabilitation Readiness Assessment for service coordination. The OASAS-ACCES-VR Statewide Team developed curriculum and conducted cross training for staff.
- ACCES-VR continuously works to improve the capacity and service delivery of community rehabilitation programs, including supported employment (SE) services to individuals with the most significant disabilities. The new CRS contracts will include a cost of living adjustment to ensure statewide capacity of critical rehabilitation services.
- ACCES-VR will expand options available under its Core Rehabilitation Services (CRS) to offer more consumer choice for meeting consumer needs. CRS will include **Youth Employment Services (YES)**. YES is a set of services, while not exclusive to youth, that will be particularly useful to support youth in achieving post-school employment. For example, a new service, Community Work Experience, will allow providers to put youth on their agency payroll for a brief period of time to provide a vocational assessment and career development experience for youth with an employer in the community.
- ACCES-VR redesigned the Supported Employment (SE) service and included in the Core Rehabilitation Services (CRS) to better use available resources. Starting October 2013, SE services will be performance based with well-defined specific milestone and outcome payments which are expected to improve service delivery and employment outcomes.
- ACCES-VR has revised its Series 1310.00 Supported Employment Policy, Procedures and Provider guidelines as part of its innovative activities to develop

the use of natural supports. ACCES-VR and community providers have been trained on the new policy and guidelines.

- ACCES-VR is implementing protocols for identifying individuals who are “at risk” for Status 28 closures and determining if other supports are needed to sustain the individual in the VR process toward an employment outcome.
- ACCES-VR continues to promote the use of volunteer experiences and paid employment through summer, part-time and temporary work experiences to develop work experience for youth. The new CRS contracts should allow greater capacity to provide these services to youth, as well as through better coordination with DOL and the NYS Office of Temporary and Disability Assistance (OTDA) related to youth employment initiatives.
- ACCES-VR is exploring the use of “customized” employment techniques and other promising practices for SE and placement services.
- ACCES-VR will initiate a pilot project with the ACCES-VR District Office and community benefits advisors to more intentionally integrate benefits counseling services into the IPE, throughout the VR process, and after VR case closure.
- ACCES-VR is looking at improving the quality of post employment services, including developing the capacity of individuals to earn higher wages.
- ACCES-VR has embarked on a strategic planning process that is examining service delivery, technology, human resources, program and fiscal plan alignment, marketing and public information and partnerships. The strategic plan will set a vision and a specific plan for future transformation of ACCES-VR to better meet the employment needs of individuals with disabilities in New York State.