

Project Horizon



Rationale for Transformation

- Growing need for our service – 1.2 million Georgians with disabilities
- Stretch goal – 100,000 clients served and 50,000 employed
- Gaps in our ability to to achieve strategic goals:
 - Strategic plan
 - Organization and culture
 - Processes
 - Performance management
 - Technology

The Time is Right for Change

Project HORIZON is the Agency's plan to transform the organization into a national leader in Vocational Rehabilitation

Implementation of WIOA Regulations offer opportunity to update and amend current policies and procedures to be "Client-Driven, Employment-Focused" models

Comparing Philosophies

Current VR Philosophy

- **Driven by disability labels**
- **Staff driven planning and direction**
- **Highly focused on jobs “on the shelf”**

“New” Philosophy

- **Supports client self-determination and self-advocacy**
- **Reframes from “why not” to “ideal conditions for success”**
- **Identifies career specific plans to achieve client’s chosen goals**

Intake Management: Changes

Current Process

- Priority category are not well utilized (majority of cases are in category “A”)
- Referrals not being tracked
- Cycle time is 185 days

What’s Changed

- Centralized intake, executed at the quadrant level
- Actively pursues client and any data needed to determine eligibility
- Reduction in cycle time

Individualized Career Planning: Changes

Current Process

- Needs Assessments are generic and data collected is not reflective of actual impact of disability in regards to employment
- Employment Consultant staff not included consistently

What's Changed

- Career planning meetings will include client's natural support system and Employment Consultants for market analysis
- Implementation of WIOA standards throughout the process

Employment Management

Client Employment Planning

Current

CRCs identify & plan for client employment needs prior to referral to Employment Management. Client involvement in Client Employment Plan is minimal.

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Key Changes

Client Employment Plan is developed early in the process and a shared responsibility between client and Employment Management Team.

Employment Management

Employer & Employment Development

Current

- ECs develop employer engagement plans for individual placements

Key Changes

- Career Plans vs Jobs

Client Satisfaction Management

Current Process

Current client satisfaction activities are housed with Constituent Services. Responses are monitored and addressed as they present through complaints. Volume of complaints are observed by area.

Objective

Creation of a customer service focused environment that produces high quality outcomes, high client satisfaction, client retention and a positive public reputation.