

2018
two thousand eighteen



MISSISSIPPI DEPARTMENT OF
REHABILITATION SERVICES

Mississippi Department of Rehabilitation Services
Annual Report

- 3 Welcome
- 4 AbilityWorks
 - Assistive Technology
 - Disability Determination Services
 - Special Disability Programs
- 5 Vocational Rehabilitation
 - Deaf Services
 - Supported Employment
 - Transition Services
- 6 Vocational Rehabilitation for the Blind
 - Addie McBryde Rehabilitation Center for the Blind
 - Business Enterprise Program
 - Independent Living Services for the Blind
 - Itinerant Teacher Program
- 7 Program Funding
- 8 In-Depth Look at VR – VRB
- 11 In-Depth Look at DDS – OSDP
- 12 Districts & Office Locations

MISSION STATEMENT

It is the mission of the Mississippi Department of Rehabilitation Services (MDRS) to provide appropriate and comprehensive services to Mississippians with disabilities in a timely and effective manner. Programs and services assist individuals with disabilities to gain employment, retain employment and to live more independently.

VISION STATEMENT

The Mississippi Department of Rehabilitation Services is committed to being recognized as the premier agency for Mississippians with disabilities by creating a culture of care with compassionate, valued, and knowledgeable staff. We will promote an environment where customers and staff work together to achieve our common goal of empowering and improving the lives of Mississippians with disabilities.

*All numbers are reported by state fiscal year (SFY) July 1, 2017 - June 30, 2018 with the exception of those for Disability Determination Services, which is entirely federally funded. DDS numbers reflect the federal fiscal year (FFY) October 1, 2017 - September 30, 2018



Chris M. Howard
Executive Director

WELCOME

from the Executive Director

Dear friends,

On behalf of the Mississippi Department of Rehabilitation Services (MDRS), I am pleased to present our state fiscal year (SFY) 2018 Annual Report. It represents my third full year in office as MDRS Executive Director.

Our agency serves over 100,000 Mississippians with disabilities each year with our mission to provide quality services in a timely and effective manner. Some of our accomplishments this fiscal year include:

Disability Determination Services (DDS)

- Exceeded Budgeted Workload by processing 1,327 claims over Budgeted Goal
- Production Per Worker Year (PPWY) exceeded Regional and National goals
- Lowest cumulative Cost per Case in the Region
- Decreased pending Disability Hearings by 80%

Office of Special Disability Programs (OSDP)

- Provided services to over 3,700 individuals across the State providing the opportunity for these individuals to live at home as opposed to a long term care facility
- Provided nearly a \$60,000 cost savings per individual per year to the State of Mississippi through the administering of two Home and Community Based Programs
- Provided 183 home modifications to individuals across the State to ensure individuals with disabilities are safe and secure in their homes

Office of Vocational Rehabilitation (VR)

Office of Vocational Rehabilitation for the Blind (VRB)

- Continue to implement and provide Pre-Employment Transition Services to students with disabilities while in high school
- Partnered with Community Rehabilitation Partners to provide Pre-Employment Services – Transition camps to students with Disabilities
- Provided a transition camp at Eagle Ridge for students who are deaf
- Assisted over 2500 individuals with disabilities to successfully obtain and retain employment
- Completed the 5th Summer Internship Program (SIP) for 112 interns – 91 came from VR and 21 came from VRB – the program allowed students to obtain first-hand work experience in their chosen field
- Conducted five job fairs across the state with approximately 160 registered employers and 11,373 total job seekers who submitted over 1,515 applications on-site, resulting in 649 interviews and 158 job offers made on-site with 746 projected number of hires during the next year

The information contained within this report will provide you with even more information about MDRS. Please know that you are a key part to our successes, and we thank you for your support. I look forward to working with you in the upcoming year.

Sincerely,

Chris M. Howard
MDRS Executive Director

ABILITYWORKS

AbilityWorks is a network of 15 community rehabilitation programs providing vocational assessment and work adjustment training for individuals with disabilities. This is possible through a wide array of contract and subcontract services provided to local business and industry. During SFY 2018, AbilityWorks served a total of 1,602 individuals with disabilities. AbilityWorks establishes cooperative agreements with local businesses to provide community based work experience, customized training and on-the-job training.

1,602 CLIENTS SERVED

ASSISTIVE TECHNOLOGY

Assistive Technology is defined as the application of technology to alleviate barriers that interfere with the lives of individuals with disabilities, and it is intended to help the individual maintain or enhance his or her ability to function personally, socially, and/or vocationally. MDRS Rehabilitation Engineers and Rehabilitation Technologists provide consultations on all AT referrals. The Rehabilitation Technologists and Specialists perform initial evaluations and assessments, set up AT equipment, provide follow-up evaluations, design and fabricate original items and provide specifications and final inspections for AT services. The Assistive Technology division staff evaluates MDRS clients for the most appropriate assistive technology, thus enabling them to return to work and/or live independently. During the SFY 2018, the Assistive Technology division served a total of 1,196 individuals with disabilities.

This information only reports clients who were assigned to the Assistive Technology division during SFY 2018 and does not reflect clients who continue to be served from previous fiscal year(s).

1,196 CLIENTS SERVED

DISABILITY DETERMINATION SERVICES

We operate in a partnership with the Social Security Administration to determine the medical eligibility of individuals to receive benefits from Social Security Disability Insurance and Supplemental Security Income as directed by federal guidelines from SSA. This office handles disability claims from all 23 SSA offices in Mississippi.

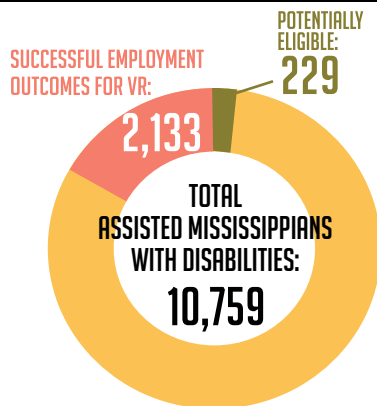
78,580 CLAIMS PROCESSED

SPECIAL DISABILITY PROGRAMS

We specialize in assisting individuals with the most severe physical disabilities to remain active in their homes and communities. Services are provided based on need as determined by functional assessment and are provided through an individualized plan of services and supports. The Office of Special Disability Programs offers services that include, but are not limited to: case management, attendant care, durable medical equipment and specialized medical supplies, home and vehicle modifications, respite care, and transition services. During the State Fiscal Year 2018, the Office of Special Disability Programs provided independent living services for 3,771 individuals with significant (severe) disabilities. OSDP administers the Traumatic Brain Injury/Spinal Cord Injury Trust Fund. A full copy of that report can be found at www.mdrs.ms.gov.

3,771 INDEPENDENT LIVING SERVICES PROVIDED

VOCATIONAL REHABILITATION SERVICES



We help over 10,000 Mississippians a year overcome limitations imposed by physical or mental disabilities in order for that person to secure or maintain employment. In the State Fiscal Year 2018, the Office of Vocational Rehabilitation Services assisted 10,759 Mississippians with disabilities in receiving services including, but not limited to: counseling and guidance in adjustment to disability, vocational exploration, physical and mental restoration, job training, assistive technology, and job placement. VR also assisted 229 potentially eligible clients that are under the Transition Program. Individuals served by VR have a wide array of disabilities including, but not limited to: hearing loss or deafness, amputations, mental and emotional disorders, epilepsy, developmental disease and disorders,

traumatic brain injuries, orthopedic impairments, residuals from cancer, and speech impairments. The total number of VR consumers employed during SFY 2018 was 2,133.

2,133 SUCCESSFUL EMPLOYMENTS

DEAF SERVICES

We help people who are deaf, hard of hearing, or late deafened find employment, attend education and training programs, and learn more about their community resources. The MDRS Deaf Services Program continues to promote excellence by striving to assist new RCD's (Rehabilitation Counselors for the Deaf) to reach the required communications skills level on the Signed Communication Proficiency Interview, an American Sign Language assessment developed by the Rochester Institute of Technology. Adequate communication skills are a pre-requisite to meaningful counseling and guidance with people who are Deaf and use manual communication. This skill, along with other specialized training, has been a vital factor in the successful rehabilitation of individuals with deafness or significant hearing loss. In SFY 2018, Deaf Services were provided to 2,534 Mississippians resulting in 1,035 successful rehabilitations.

1,035 SUCCESSFUL REHABILITATIONS

SUPPORTED EMPLOYMENT

We assist individuals with the most significant disabilities who require intensive support services to prepare for, secure, retain, or regain employment. Each MDRS district has a Supported Employment Team consisting of a specialized VR/SE counselor, and a Vocational Training Instructor who oversees the work of Job Trainers working on site with our consumers. During SFY 2018, 347 individuals received Supported Employment services, 31 resulting in successful employment.

31 SUCCESSFUL EMPLOYMENTS

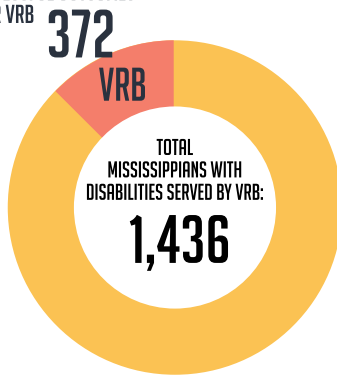
TRANSITION & YOUTH CAREER SERVICES

We work with potentially eligible students with disabilities between the ages of 14 through 21 to provide pre-employment transition services, as well as our eligible secondary school students with disabilities, their families, and school personnel, to assure there is an integrated program of education and vocational training available to begin to build a foundation for a career pathway, and then to help provide a seamless transition from school to work. In SFY 2018, the number of students receiving transition services was 1,918 and 123 students found employment. Services may be provided to students both on and off campus or at one of the 15 AbilityWorks as a part of their school day.

123 SUCCESSFUL EMPLOYMENTS

VOCATIONAL REHABILITATION SERVICES FOR THE BLIND

SUCCESSFUL OUTCOMES
FOR VRB



We specialize in working with individuals who are blind or visually impaired to ensure opportunities for inclusion into the workforce, community, and home. Of the 2,505 successful employment outcomes by MDRS, 372 were achieved through Vocational Rehabilitation for the Blind. VRB provided consumers services such as counseling and guidance in adjustment to disability, vocational exploration, orientation and mobility training, job training, and assistive technology. The total number of Mississippians with disabilities served by VRB during SFY 2018 was 1,436.

372 SUCCESSFUL EMPLOYMENT OUTCOMES

ADDIE MCBRYDE REHABILITATION CENTER FOR THE BLIND

The Addie McBryde Rehabilitation Center for the Blind provides traditional intensive evaluation, training, and adjustment services on the campus of the University of Mississippi Medical Center. In SFY 2018, the Addie McBryde Center provided training to 118 consumers.

PROVIDED TRAINING TO 118 CONSUMERS

BUSINESS ENTERPRISE PROGRAM

The Business Enterprise Program provides support for self-employment opportunities in the food service industry for Mississippians who are legally blind. These BEP entrepreneurs operate a variety of businesses including vending machine routes, snack bars and cafeterias on military bases. In SFY 2018, 38 individuals operated successful businesses as BEP vendors.

38 SUCCESSFUL BEP VENDORS

INDEPENDENT LIVING SERVICES FOR THE BLIND

We serve individuals who are legally blind and either over the age of 55 or have a significant secondary disability by providing a variety of independent living services. In SFY 2018, ILB served over 1,000 consumers through indirect services such as health fairs, vision screening, peer groups, and outreach. ILB provided direct services to 973 consumers.

PROVIDED SERVICES TO 973 CONSUMERS

ITINERANT TEACHER PROGRAM

Itinerant teachers work closely with VRB counselors to coordinate services, evaluate client needs, develop living-needs plans and instructional materials, and provide on-site training for consumers who are blind or visually impaired. In 2018, the Itinerant Teacher Program provided 68 services for VRB consumers.

PROVIDED SERVICES TO 68 CONSUMERS

VR/VRB PROGRAM FUNDING

Title One Section 110 Match Funding

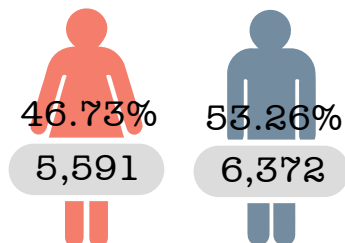
2018

Section 110 Grant	\$43,540,850 (78.7%)
State Match	\$11,784,245 (21.3%)
Total Funding	\$55,325,095 (100.0%)

IN-DEPTH LOOK AT VR & VRB

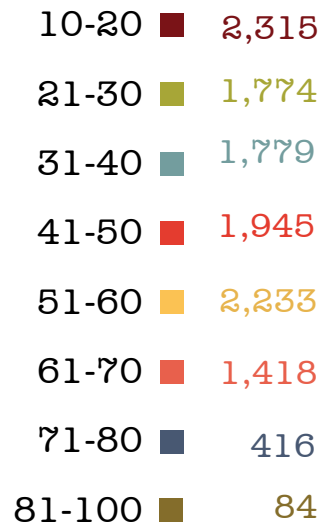
Demographics of Persons Served

Gender



Doesn't wish to self identify: .02%

Age at Application



Education Level of Persons Served

Any degree above Masters; Masters Degree	1.66%
Bachelor's degree	4.99%
Elementary Education (grade 1-8)	2.53%
High School graduate or GED	14.25%
No Formal Schooling	0.24%
Occupational credential beyond graduate degree	0.03%
Occupational credential beyond undergrad degree	0.06%
Post- secondary education, no degree	16.34%
Post- secondary education, academic/Associates deg.	3.14%
Secondary Education, no HS diploma; Occup	36.81%
Special Education (completion or in attendance)	8.22%
Vocational/technical certificate/post sec AA degree	1.35%
Adult Secondary Education Program (Non-State)	0.16%
Adult Secondary Education Program (State)	1.01%
Career/ Tech Training Program:	
Leading to a Recognized Post Secondary credential)	1.66%
Not Leading to a Recognized Post Secondary Credential)	0.38%
Employer Training Program	0.01%
Education not listed	7.15%

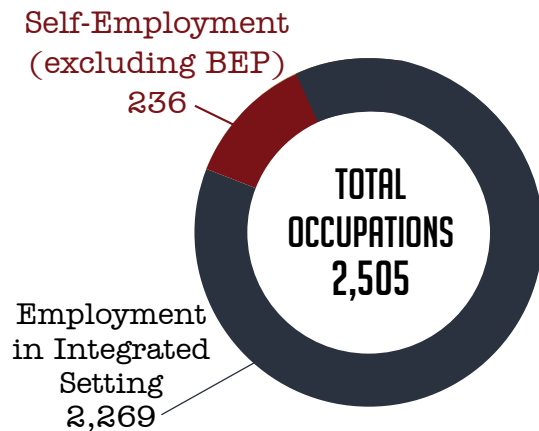
Race

American Indian or Alaskan Native	.20%
Asian	.28%
Black or African American	42.23%
Native Hawaiian or Other Pacific Islander	.04%
Multi-racial	2.51%
White or Caucasian	53.56%
Hispanic/Latino	2.52%
Does not wish to self identify	0.05%

IN-DEPTH LOOK AT VR & VRB

Status of Persons Rehabilitated

Employment Status of Persons Rehabilitated



Employment in Integrated Settings

Office worker	241
Skilled Craft	162
Service Worker	138
Management	127
Transportation & Material Moving	125
Food Preparation & Food	121
Sales & Related Occupations	110
Production Occupations	94
Personal Care	89
Laborer	85
Sales	85
Education, Training & Library	84
Healthcare Practitioners & Technical	84
Construction & Extraction	82
Building/Grounds Cleaning& Maint.	80
Healthcare Support	69
Installation, Maintenance & Repair	64
Secretarial/Office/Clerical	62
Professional	61
Community & Social Service	58
Protective Service	55
Operative	46
Business & Financial Operation	41
Farming, Fishing & Forestry	22
Technical/Paraprofessional	21
Arts, Design, Entertainment, Sports & Media	20
Architectures & Engineering	13
Legal	13
Computer & Mathematical	9
Life Physical & Social Science	6
Clerical and Administrative Support	1
Military Specific Occupations	1

2,269

IN-DEPTH LOOK AT VR & VRB

Persons served by Primary Disability



Clients Served and Closed for 2018



IN-DEPTH LOOK AT DDS & OSDP

Office of Disability Determination Services

Claims Processed	78,580
Average Processing Time	T2-81 days/T16-74 days
Average Cost per Case	\$313.00
Accuracy Rate	95%

T2 benefits are based on the amount of years a person has worked.

T16 benefits are based on a person's income and assets.

Office of Special Disability Programs

	Number Served
Independent Living Waiver	2,441
TBI/SCI Trust Fund	85
TBI/SCI Waiver	829

PROOF OF PERFORMANCE

Office of Disability Determination Services

Processing time

Year	National Average	Mississippi Average
*2011	110 Days	97 Days
*2012	102 Days	93 Days
*2013	107 Days	91 Days
*2014	104 Days	89 Days
*2015	110 Days	89 Days
2016	83/86 Days	90/85 Days
2017	83/85 Days	81/74 Days

*Prior years reporting is based on Overall Processing time. The reporting for FFY2016 forward is based on claim type (T2 vs T16).

Cost per case

Year	National Average	Mississippi Average
2011	\$488	\$299
2012	\$435	\$279
2013	\$455	\$311
2014	\$462	\$316
2015	\$462	\$316
2016	\$491	\$310
2017	\$498	\$313

Production per Work Year

Year	National Average	Mississippi Average
2011	290	340
2012	324	370
2013	322	368
2014	310	357
2015	310	357
2016	313	324
2017	306	329

Office of Special Disability Programs

*Figures shown above are based on the Division of Medicaid cost reports for the Independent Living Waiver and the Traumatic Brain Injury Waiver. *OSDP numbers are reported from the State Fiscal Year.

Year	Number of Clients Served	Annual Cost Savings to the Division of Medicaid
2012	3,378	\$176,145,487
2013	3,487	\$206,635,981
2014	3,739	\$220,322,128
2015	3,874	\$216,208,403
2016	4,043	\$222,365,814
2017	3,636	\$162,485,568
2018	3,270	\$156,960,081

DISTRICTS & OFFICE LOCATIONS

District I

51 County Road 166
Oxford, MS 38655
VR: (662) 234-3171
VRB: (662) 234-6092
OSDP: (662) 234-5744

District II

2620 Traceland Drive
Tupelo, MS 38801
VR: (662) 842-1010
OSDP: (662) 840-9946
615-A Pegram Drive
Tupelo, MS 38801
VRB: (662) 844-5830

District III

104 Professional Plaza
Greenwood, MS 38930
VR: (662) 453-6172
VRB: (662) 455-1432
OSDP: (662) 453-2253

District IV

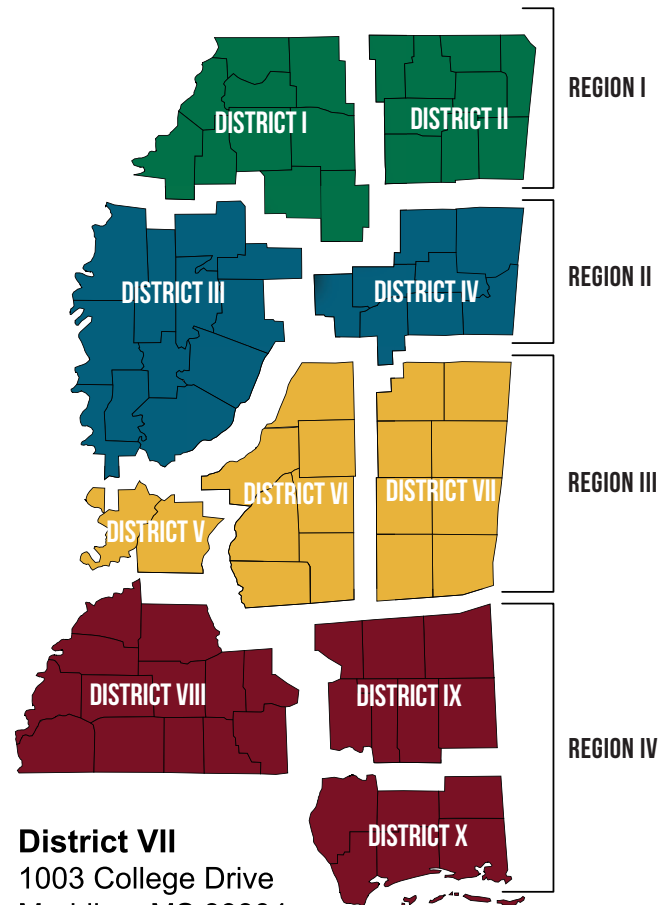
207 Industrial Park Road
Starkville, MS 39760
VR: (662) 323-9594
OSDP: (662) 324-1881
48 Datco Industrial Drive
Columbus, MS 39704
VRB: (662) 328-8807

District V

3895 Beasley Road
Jackson, MS 39213
VR: (601) 898-7004
OSDP: (601) 898-7034
2550 Peachtree Street
Jackson, MS 39296
VRB: (601) 987-7403

District VI

1032 Center Pointe Blvd., Suite A
Pearl, MS 39208
VR: (601) 709-5601
VRB: (601) 709-5625
OSDP: (601) 709-5657



District VII

1003 College Drive
Meridian, MS 39304
VR: (601) 483-3881
VRB: (601) 483-5391
OSDP: (601) 482-1594

District VIII

1221 Parklane Road
McComb, MS 39649
VR: (601) 249-2498
VRB: (601) 684-3392
OSDP: (601) 249-4646

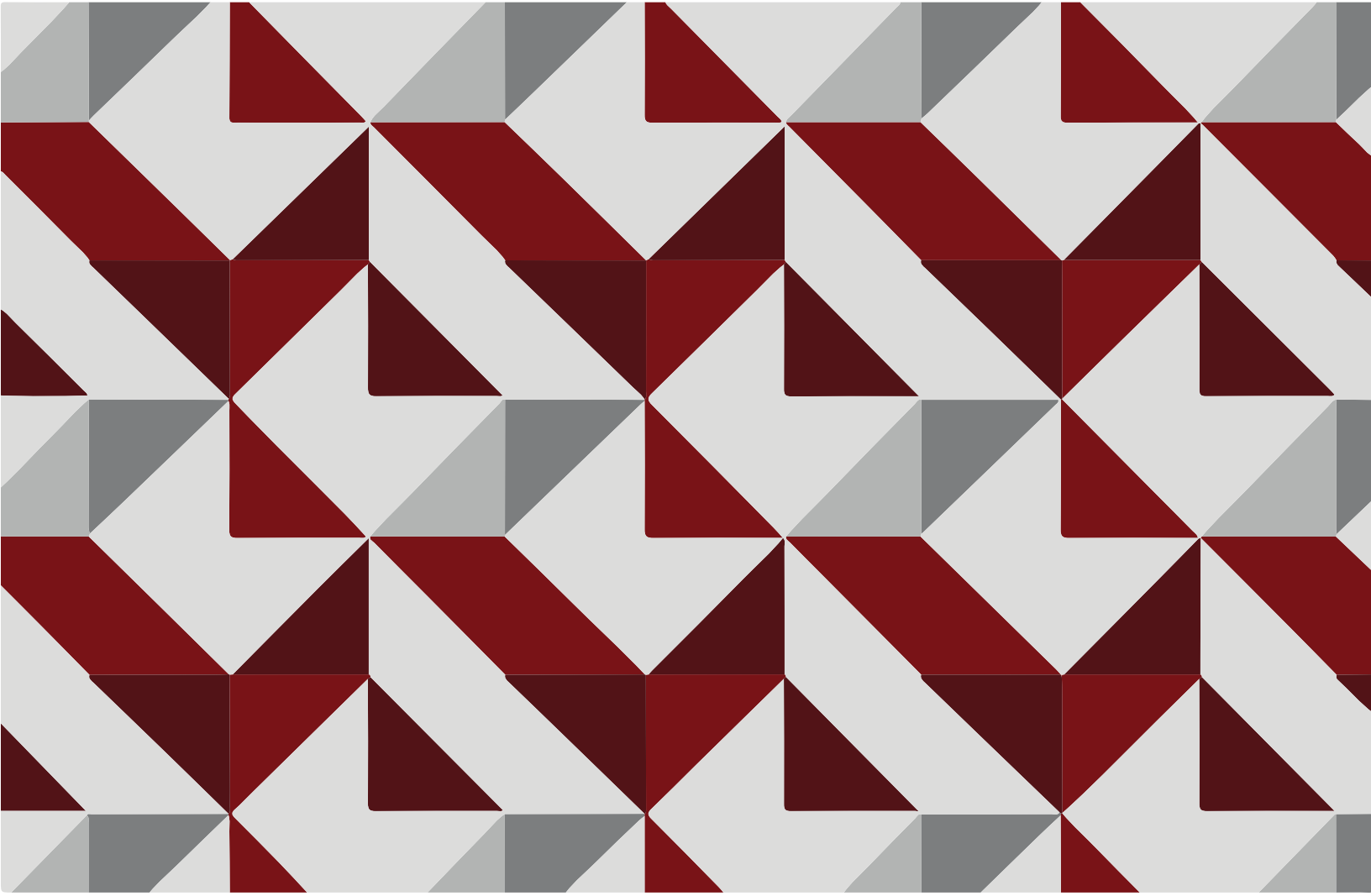
District IX

17 J M Tatum Industrial Drive
Hattiesburg, MS 39401
VR: (601) 545-5619
VRB: (601) 545-5613
18 J M Tatum Industrial Drive
Hattiesburg, MS 39401
OSDP: (601) 545-5644

District X

13486 Fastway Lane
Gulfport, MS 39503
VR: (228) 575-3789
VRB: (228) 575-3788
OSDP: (228) 575-3785

Additional locations can be found at www.mdrs.ms.gov using the location finder.



Your perspective is extremely valuable,
and we greatly appreciate any and all feedback!
(A digital copy of this report can be found at www.mdrs.ms.gov)

Please send direct comments or questions to:

Mississippi Department of Rehabilitation Services
Attn: Office of Communications
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Jackson, Mississippi 39215-1698
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www.mdrs.ms.gov



Opportunities for Independence

