



COMMUNITY REHABILITATION PROGRAM (CRP) PERFORMANCE REPORT

2020, 2021, 2022, 2023 Calendar Year Performance Data

1. Background

The following information is a compilation of measurable data points within the USOR client management system AWARE. The various data points were gathered in order to assist in the monitoring of the Community Rehabilitation Program (CRP) Agreement and for tracking the performance and progress of individual CRPs as well as training and services initiatives. Data points relating to training programs are provided by the contracted training provider, Utah State University.

2. Overview of Total CRP Services

CRP Assessment Data:

VR Counselors authorize CRPs to provide two types of assessments. Work Strategy Assessments are used for clients who can benefit from a Supported Job Based Training (SJBT) or Supported Employment (SE) pathway. Discovery Assessments are used for clients who can benefit from a Customized Employment (CE) pathway. All CRPs provide SJBT and SE services, but only a limited number of providers are authorized to provide Customized Employment services.

	2020	2021	2022	2023
Discovery (Customized)	12	22	4	12

	2020	2021	2022	2023
Work Strategy Assessments	661	852	803	984

Placement Data:

Placements are the positions that clients of VR choose to be employed in. Successful placements mean that the individual was determined to be stable in their position and was closed successfully from VR services. The placement rate indicates the percentage of VR clients who started Job Development services (looking for, applying for, interviewing for jobs), and ended up being closed successfully in a position within a specific timeframe (e.g., January 2021 to December 2021). The days to placement indicates how long it takes for a CRP to receive authorization to begin job development with a client, until that client is placed in a position; the average is taken across all placements for the whole state, for the whole year.

	2020	2021	2022	2023
Successful SJBT Placements	200	225	254	374
Successful SE Placements	92	143	153	239
Statewide Placement Rate	63%	70.5%	64.0%	57.0%
Average Days to Placement	142	118	110	111
Customized Placements	5	14	12	9

CRP High Quality Indicator Data:

High Quality Indicators are an incentive payment that CRPs earn through assisting clients in obtaining and maintaining employment that meets an outlined criteria for more substantial competitive and integrated employment outcomes. These criteria are outlined here:

Work Hours	Wages	Benefits	Days to Placement	STEM Occupation	Rural
SJBT- 30+ hours per week SE 20+ hours per week	SJBT - \$14+/hour SE- \$10+/hour	Employer-Paid Health Care Benefits Available to Client (whether the client accesses the benefits or not)	Clients are placed in a position of their choosing in 60 days or less from the date of authorization for Job Development Services.	The client's position is listed as a STEM-Related position with O*NET	Client resides in a rural county

High Quality Indicator	2020	2021	2022	2023
Hours	30	60	74	76
Wages	14	21	100	140
Benefits	20	50	46	60
60 Days to Placement	27	119	111	116
STEM	0	3	8	8
Rural	19	29	46	27
*Covid-19	24	84	14	2
Unidentified	-	3	-	-
Total	134	369	399	429
Auths with 2+ HQIs	65	80	99	103

*The COVID-19 High Quality Indicator was introduced as a temporary HQI for CRPs to engage in Job Placement services with clients during the COVID-19 pandemic in order to incentivize continued service to clients of vocational rehabilitation during that period. This HQI was available beginning March 6, 2020 and was sunset on June 30, 2021. Because policy for billing for an HQI is only permitted after 30 days of a client being deemed as “stable”, some of these COVID-19 HQIs were billed in calendar year 2022 and 2023.

3. CRP Capacity and Training:

As part of USOR’s initiative to build capacity for Supported Employment Services, a partnership and contracts have been built with Utah State University to provide training for our CRP partners throughout the state. These training programs increase the professionalism of our service providers and provide them with the opportunity for career growth and development while serving clients of USOR more effectively and efficiently.

USU offers three (3) different training programs: An 8 hour Workplace Supports Training for Job Coach professionals, Association of Community Rehabilitation Educators (ACRE) training for Employment Specialists, and Customized Employment Training for CRPs who wish to utilize the Customized Employment model for supported employment.

In addition to the 3 USU trainings, USOR sponsors a Financial Literacy Training for CRPs who wish to provide this service to authorized clients.

The following is an overview of training program certificants through the following calendar years:

Training Program	2020	2021	2022	2023
Workplace Supports Training	133	214	266	233
ACRE Training	97	114	106	149
Customized Training	-	12	6	16
Financial Literacy	-	22	38	30

4. Individual CRP Performance Data:

CRP Individual Performance	Total SJBT Placements			Total SE Placements			Avg Days to Placement			Placement Rate (FY)			Total HQIs			CE Placements		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
A Heart of Goals	-	-	1	-	-	-	-	-	249	-	-	33%	-	-	-			
Ability and Choice	1	5	4	2	7	7	93	96	172	50%	80%	56%	1	12	3			
Access VR LLC	-	2	3	-	1	3	-	53	99	-	100%	33%	-	2	2			
Advantage Staffing	11	6	4	2	4	4	123	45	112	81%	73%	63%	15	15	20	1	-	-
Align Comm Employment	-	-	10	-	-	1	-	-	167	-	-	77%	-	-	4	-		
Allies Supp Employment	35	44	21	5	7	14	71	109	147	91%	74%	44%	45	50	25	1	2	3
Atlas Advocacy Svcs	-	-	-	-	-	2	-	-	84	-	-	50%	-	-	-			
Beautiful Ability	27	28	32	2	8	12	105	90	109	76%	69%	54%	53	76	56			
Cache Emp & Training Center	3	-	6	1	5	1	254	120	117	80%	83%	64%	3	2	3	-	1	1
Choice Supp. Emp of Utah	22	16	30	11	6	11	118	112	110	67%	65%	66%	29	69	83			
Choice Supp. Emp Services	17	18	19	6	12	16	115	90	119	72%	70%	67%	5	2	-	1	1	1

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	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Chrysalis	-	1	2	-	11	21	-	123	118	-	48%	49%	-	-	7			
Columbus	8	5	1	3	3	7	143	146	209	69%	53%	60%	15	8	6			
Community Inclusion	4	3	1	1	1	7	109	76	75	100%	57%	56%	9	15	15			
Community Options	9	8	26	3	7	13	152	121	105	71%	68%	55%	8	-	11		1	
Covenant	-	-	1	-	1	2	-	112	203	-	100%	100%						
Davis Behavioral Health	4	4	7	1	-	-	85	33	40	42%	67%	55%						
DDI Vantage	-	-	-	-	-	1	-	-	151	-	-	50%						
Devenir Supports LLC	-	-	21	-	-	9	-	-	49	-	-	84%	-	-	29			
Eaton Alliance Emp Services	3	6	3	1	-	3	86	139	102	57%	75%	50%	6	-	-			
Elite Achievability	12	6	2	1	-	-	75	158	153	59%	40%	17%	2	4	-			
Empowerment Emp Services	22	21	23	2	8	6	66	54	90	86%	69%	81%	54	42	33			
Enable Utah	5	1	3	2	2	1	124	179	110	64%	60%	43%	1	1	-			
Envision Supp Employment	-	-	7	-	-	1	-	-	81	-	-	33%	-	-	1			
Ignite Employment Srvc	-	2	5	0	0	3	-	12	54	-	67%	71%	-	2	2			
Infinite Supports	0	1	3	1	1	5	112	66	84	100%	67%	86%	-	-	-			
Innovative Harbor	26	16	16	10	12	11	116	119	131	64%	48%	44%	23	12	12			
Janet McDermaid	-	-	1	-	-	-	-	-	8	-	-	17%						
Jerissy Job Support	-	-	1	-	-	1	-	-	68	-	-	100%						
Joshua Chaffin-Proactive Employment	11	11	15	1	3	7	132	133	150	100%	58%	59%	26	5	19	-	1	-
Life Included	-	-	-	-	-	1	-	-	161	-	-	100%	-	-	1			

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	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Life Skills and Indiv. Needs Center	-	8	8	-	1	3	-	58	77	-	75%	67%	-	-	9			
Life Skills Voc. Center	0	0	0	3	5	1	66	141	19	100%	100%	100%	-	-	-			
Live Empowered	1	-	-	1	2	3	115	174	78	67%	100%	60%						
Mana Training Consultants	-	-	-	-	-	1	-	-	207	-	-	100%						
Mariellen Lopez	2	1	1	0	0	0	39	116	86	100%	100%	100%	2	1	4	1	1	-
Meraki Disability Services	-	-	-	-	-	1	-	-	161	-	-	33%						
North Eastern Service	0	0	10	10	17	18	191	88	133	71%	71%	45%	7	8	12	-	-	1
OPPO	-	-	2	-	-	-	-	-	43	-	-	25%						
Pioneer Adult Rehab Cntr	4	5	8	1	7	6	287	146	151	71%	80%	52%	4	12	20	6	4	2
Reliant Srvcs	2	0	-	2	1	-	302	238	-	67%	50%	-	1	-	-			
RISE Inc.	4	7	20	0	2	5	265	136	104	57%	53%	50%	13	3	14	-	1	-
Sanpete Comm Trng Cntr	1	1	1	1	3	4	88	58	72	67%	80%	80%	-	8	1			
South Valley Training Company	1	2	1	-	1	2	37	78	224	100%	50%	60%	-	-	-	1	-	-
Southwest Beh Health	6	3	4	0	0	0	197	197	143	50%	20%	38%	8	-	6			
The Job Coach	-	-	11	-	-	3	-	-	39	-	-	100%						
Together We Shine	-	0	2	-	2	1	-	55	42	-	100%	33%	-	1	-	-	-	1
TURN Community Services	8	6	7	1	7	9	56	101	135	100%	65%	47%	2	4	7			
U Work	5	6	3	3	5	5	180	122	108	73%	92%	42%	9	0	2	1	-	-
USU Dev Skills Lab	4	5	11	1	-	1	146	130	128	45%	40%	58%	4	2	5			
Vicky Carter	-	-	-	-	-	1	-	-	40	-	-	100%						

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	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Wasatch Beh Health	1	1	-	1	-	2	53	99	19	100%	100%	100%	1	3	5			
Wave Lyfe LLC	-	-	2	-	-	-	-	-	25	-	-	100%						
Weave Solutions LLC	-	1	-	1	-	2	92	56	88	100%	50%	100%						
Weber Human Services	2	2	11	-	-	-	187	38	109	25%	50%	35%	-	-	8			
Wendy Merrill	3	6	4	-	1	-	55	151	86	50%	88%	20%	4	-	-			
Work Activity Center	-	-	1	3	1	-	43	112	42	100%	100%	100%	-	3	3	1		
Work Inc	-	-	-	-	-	1	-	-	55	-	-	100%						
Youth Net Services	-	-	1	-	-	-	-	-	27	-	-	100%						
Statewide Totals	279	254	374	99	153	239	118	106	111	70.5%	64.0%	57.0%	369	399	429	13	12	9

**Some Community Rehabilitation Programs who did not have sufficient data for comparison year-to-year may have been included in this chart and/or their numbers for respective years were used to calculate statewide results.*