



# COMMUNITY REHABILITATION PROGRAM (CRP) PERFORMANCE REPORT

2020, 2021, 2022 Calendar Year Performance Data

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## 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
Work Strategy Assessments	661	852	803

	2020	2021	2022
Discovery (Customized)	12	22	4 completed (20 in progress)

*CRP 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
Successful SJBT Placements	200	225	254
Successful SE Placements	92	143	153
Statewide Placement Rate	63%	70.5%	74.5%
Average Days to Placement	142	118	110
Customized Placements	5	14	12

*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
Hours	30	60	74
Wages	14	21	100
Benefits	20	50	46
60 Days to Placement	27	119	111
STEM	0	3	8
Rural	19	29	46
*Covid-19	24	84	14
Unidentified	-	3	-
Total	134	369	399
Auths with 2+ HQIs	65	80	99

\*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.

### 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
Workplace Supports Training	133	214	266
ACRE Training	97	114	106
Customized Training	-	12	6
Financial Literacy	-	22	38

#### 4. Individual CRP Performance Data:

CRP Individual Report Card	2021 Total Placements		2022 Total Placements		2021 Avg Days to Placement	2022 Avg Days to Placement	2021 Placement Rate	2022 Placement Rate	2021 Total HQIs	2022 Total HQIs	2021 CE Placements	2022 CE Placements
	SIBT	SE	SIBT	SE								
Abby Lou Svcs	1	0	-	-	36	-	100%	-	0	-		
Ability and Choice	1	2	5	7	93	96	50%	80%	1	12		
Access VR LLC	-	-	2	1	-	53	-	100%	-	2		
Advantage Svcs	1	0	-	-	33	-	50%	-	0	-		
Advantage Staffing	11	2	6	2	123	46	81%	80%	15	15	1	
Allies Supp Employment	35	5	44	7	71	109	91%	82%	45	50	1	2
Beautiful Ability	27	2	28	8	105	90	76%	78%	53	76		
Cache Emp & Training Center	3	1	0	5	254	120	80%	100%	3	2		1
Choice Supp. Emp of Utah	22	11	16	6	118	112	67%	85%	29	69		
Choice Supp. Emp Services	17	6	18	12	115	90	72%	79%	5	2	1	1
Chrysalis	3	14	1	11	131	123	53%	55%	5	24	1	
Columbus	8	3	5	3	143	146	69%	57%	15	8		

Community Inclusion	4	1	3	1	109	76	100%	57%	9	15		
Community Options	9	3	8	7	152	121	71%	83%	8	0		1
Community Treatment Alt	0	1	-	-	148	-	50%	-	3	1		
Davis Behavioral Health	4	1	4	0	85	33	42%	67%	0	0		
Eaton Alliance Emp Services	3	1	4	2	86	139	57%	75%	6	0		
Elite Achievability	12	1	6	0	75	158	59%	75%	2	4		
Elite Community Svrcs	1	0	-	-	258	-	100%	-	0	-		
Empowerment Emp Services	22	2	21	8	66	54	86%	78%	54	42		
Enable Utah	5	2	1	2	124	179	64%	100%	1	1		
Heidi Anderson	2	0	-	-	86	-	67%	-	7	-		
Holistic Elements	2	0	-	-	141	-	100%	-	2	3		
Ignite Employment Srvc	-	-	2	0	-	12	-	67%	-	2		
Infinite Supports	0	1	1	1	112	66	100%	100%	0	0		
Innovative Harbor	26	10	16	12	116	119	64%	65%	23	12		
Joshua Chaffin	11	1	11	3	132	133	100%	74%	26	5		1
Kelly Redden	-	-	1	0	-	169	-	100%	-	0		
Life Skills & Indiv Needs Center	1	1	5	1	108	58	100%	86%	2	8		
Life Skills Voc. Center	0	3	0	5	66	141	100%	100%	0	0		
Live Empowered	1	1	0	2	115	174	67%	100%	0	0		
Mariellen Lopez	2	0	1	0	39	116	100%	100%	2	1	1	1
North Eastern Service	0	10	0	17	191	88	71%	81%	7	8		
Pioneer Adult Rehab Cntr	4	1	5	7	287	146	71%	80%	4	12	6	4
Reliant Svcs	2	2	0	1	302	238	67%	50%	1	0		
RISE Inc.	4	0	7	2	265	136	57%	69%	13	3		1
RITES	1	0	-	-	213	-	50%	-	0	-		

Sanpete Comm Trng Cntr	1	1	1	3	88	58	67%	100%	0	8		
South Valley Training Company	1	0	2	1	37	78	100%	75%	0	0	1	
Southwest Beh Health	6	0	3	0	197	197	50%	33%	8	0		
Together We Shine	-	-	0	2	-	55	-	100%	-	1		
TURN Community Services	8	1	6	7	56	101	100%	72%	2	4		
U Work	5	3	6	5	180	122	73%	92%	9	0	1	
Uintah School Dist (CEPP)	2	0	-	-	75	-	100%	-	0	1		
USU Dev Skills Lab	4	1	5	0	146	130	45%	56%	4	2		
Volunteers of America	1	0	-	-	229	-	100%	-	0	-		
Wasatch Beh Health	1	1	1	0	53	99	100%	100%	1	3		
Weave Solutions LLC	0	1	1	0	92	56	100%	100%	0	0		
Weber Human Services	2	0	2	0	187	38	25%	50%	0	0		
Wendy Merrill	3	0	6	1	55	151	50%	100%	4	0		
Work Activity Center	0	3	0	1	43	112	100%	100%	0	3	1	
<b>Statewide Totals</b>	<b>279</b>	<b>99</b>	<b>254</b>	<b>153</b>	<b>118</b>	<b>107</b>	<b>70.5%</b>	<b>74.5%</b>	<b>369</b>	<b>399</b>	<b>14</b>	<b>12</b>

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