

State Goals and Priorities

Connecticut's Bureau of Rehabilitation Services (BRS) has been in a period of transformation over the past several years. This period has given us the time to redefine our program in a way that best meets the needs of our consumers. These goals define the future approach BRS will take in serving our consumers and differ from the ones currently reported on in Attachment 4.12(e).

In order to meet the goal of successful employment for those who enter the BRS system, we reviewed the priorities set forth by this administration, our stakeholders, Rehabilitation Services Administration (RSA), and the focus of the national vocational rehabilitation (VR) and supported employment (SE) programs.

The Bureau has analyzed the results of our triennial assessment, the findings and recommendations from our RSA 107 Monitoring Review, our public meetings and our customer satisfaction surveys. We also monitor our performance on the RSA Standards and Indicators. While we have maintained passing marks in most of the standards, we have included a goal for one standard here with which we have struggled that also addresses quality of service. Through this process, the agency has developed a new set of goals and strategies to improve rehabilitation services in Connecticut. The following five goals guide the Bureau's service delivery system:

- 1. To provide quality services for all Vocational Rehabilitation and Supported Employment consumers.**
- 2. To create a system where young adults with disabilities can achieve career and economic success.**
- 3. To create a system where individuals with psychiatric disabilities can achieve career and economic success.**
- 4. To develop creative employment strategies that transcend traditional employment services.**
- 5. To create systems change to support the economic engagement of all Connecticut citizens, including those with disabilities.**

The following section details each of the objectives the Bureau will employ to meet its goals.

Goal 1: To provide quality services for all Bureau consumers.

- **Objective #1:** To improve the timeliness of service delivery for VR and SE consumers.
- **Objective #2:** To improve satisfaction ratings of VR and SE consumers.
- **Objective #3:** To improve the Bureau's performance on RSA Standard for serving minority populations.

- **Objective #4:** To improve the service delivery system by strengthening the services available through Community Rehabilitation Providers (CRPs).
- **Objective #5:** To ensure effective administration of the VR and SE programs.

Goal 2: To create a system where young adults with disabilities can achieve career and economic success.

- **Objective #1:** To coordinate with other systems to ensure that young adults with disabilities have access to a range of services.
- **Objective #2:** To enhance the Bureau's capacity to meet the needs of transitioning students.
- **Objective #3:** To ensure access to an appropriate post-secondary education for young adults with disabilities participating in the VR program.

Goal 3: To create a system where individuals with psychiatric disabilities can achieve career and economic success.

- **Objective #1:** To coordinate with other systems to ensure that individuals with psychiatric disabilities have access to a range of services, including long-term employment supports.
- **Objective #2:** To enhance the Bureau's capacity to meet the needs of individuals with psychiatric disabilities.

Goal 4: To develop creative employment strategies that transcend traditional employment services.

- **Objective #1:** To expand partnership opportunities between the VR and SE programs and other programs that can provide services or supports to our consumers.
- **Objective #2:** To participate in economic development to ensure that all Connecticut citizens, including those with disabilities, have choices about where to work.
- **Objective #3:** To increase the use of On-the-Job Training (OJT) Programs within the VR and SE programs.

Goal 5: To create systems change to support the economic engagement of all Connecticut citizens, including those with disabilities.

- **Objective #1:** To collaborate in a planning process that will result in a statewide strategic plan for employment of individuals with disabilities.
- **Objective #2:** To integrate the services and supports available within the Bureau of Rehabilitation Services.
- **Objective #3:** To maximize the revenue available to support individuals participating in the VR and SE programs.