Rehabilitation Technical Assistance Center on VR Program Management: Pre-Release of RFP Information Session

Presenters:
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The Rehabilitation Technical Assistance Center (RTAC) on VR Program Management

- Charged with developing, piloting, testing, and disseminating a “VR program management model including elements of strategic planning, QA, and HR development”
- Partnering with InfoUse
- Funded by the U.S. Department of Education’s NIDRR
- www.VR-RTAC.org
Why the Project Came to Be

• Very little knowledge about what constitutes effective practices in HR, QA, and strategic planning.

• How are these related to outcomes important to VR agencies, RSA, and stakeholders like clients, employers, taxpayers, legislators.

• There may be models out there from other sectors, industries that could be applied to VR
Phases of RTAC Project

• Development of Framework/Model of VR Program Management
• Management Model Laboratory
• Encourage Adoption and Adaptation of Model
Development of the Model

- Examine HR, QA, and Strategic Planning Factors that promote outcomes.
- Literature Reviews
- Expert Input
- Case Studies of VR Agencies:
  - UT, TX General, TX Blind, FL, MD, CO, VT and WV.
- Moved from a model focus to a framework
What do we mean by Framework?

• A framework is more about the whole and less about the parts.
• How do these components provide information to leaders and managers?
• The question is how do leaders integrate the seven components to achieve outcomes rather than how to implement any given tactic (such as case file review).
VR Performance Management Framework

- Mission & SP
- Communication
- Leadership
- Customers
- Data, QA & Metrics
- Workforce
- Service & Processes
- Outcomes
The Original Components Broadened

• From QA to: **Data, Metrics, and Quality Assurance**
• From Strategic Planning to: **Mission and Strategic Planning**
• From HR to: **Workforce Focus**
Additional Components Added

- Customer Focus
- Services and Processes
- Leadership
- Communication
Moving to a business case study approach

- What are the best ways to achieve management outcomes or improvements by mastering the use of these components?
- Adopting an approach (learning collaborative) that is used in other public sectors.
Examples of Management Outcomes and Improvements

• Performance Management:
  – Vendor Performance
  – Capacity Building

• Workforce Development
  – Staff leadership development
  – Recruitment
  – Growing supervisors and new leaders
## VR Performance Management Framework

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<th>Leadership</th>
<th>Customers</th>
<th>Mission &amp; S.P.</th>
<th>HR &amp; Workforce</th>
<th>Services &amp; Processes</th>
<th>Data, QA, Metrics</th>
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Next Phase

• RFP release in late November for a 12 month learning collaborative laboratory. 50K per VR Agency: up to 6 state VR agencies.
• 2 to 4 in-person meetings per year, on-site TA, webinar, phone and email TA.
• Wrap around research and evaluation embedded in activities.
Facts about RFP

• Anticipated release date 11/30
• All state VR agencies are eligible to apply as lead agency
• The RTAC will award 6 state VR agencies up to 50K each.
• Letter of intent: Email indicating intent to apply due by 12/15/11.
Required Pieces of RFP

• Letter from VR director approving project
• Budget
• List of personnel, contact information, and role on project
• Narrative
• Self-assessment tool
Mechanics of RFP

- Electronic submittal through SurveyGizmo (link will be on RFP)
- Interested parties are encouraged to contact ICI for guidance (susan.foley@umb.edu; 617.287.4317).
- Awardees will be asked to complete a contract and submit information to process budget and grant.
Project Dates

• RFP Released 11/30/11
• Letter of intent (email): 12/15/11
• Due Date 1/15/12
• Awards made: 2/1/12
• Project Year: 2/15/12 through 2/15/13
Thank You!!!

Contact information
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