

# Webinar Instructions

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- The webinar will begin promptly at 3PM EST
- Please dial into the conference line: 1-800-503-2899, ext. 3950679
- Phone lines are muted to minimize background noise
- Use the chat feature at the bottom right corner of the screen to submit questions to **Everyone**
- **Captioning:** At 3PM, please go to <http://www.captionedtext.com/client/event.aspx?CustomerID=510&EventID=2600848>
  - Captions will appear in a small window on the right side of your screen.

# Using Data to Guide Action for Vocational Rehabilitation Administration

Friday, April 17, 2015

Disability & Rehabilitation  
Workforce & Lifelong Learning Program  
American Institutes for Research



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# Agenda

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- Welcome
- Using Data to Tell a Story
- The Importance of Quality Data
- Communicating With Data
- Upcoming Webinars

# Objectives

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- Identify data that is useful to federal-, state-, and community-level audiences.
- Describe how data can be used to show “the impact” of vocational rehabilitation (VR) investment and services to various audiences.
- Understand the attributes of quality data.
- Describe how data visualizations can be used to communicate VR data to an audience.

# Using Data to Tell A Story

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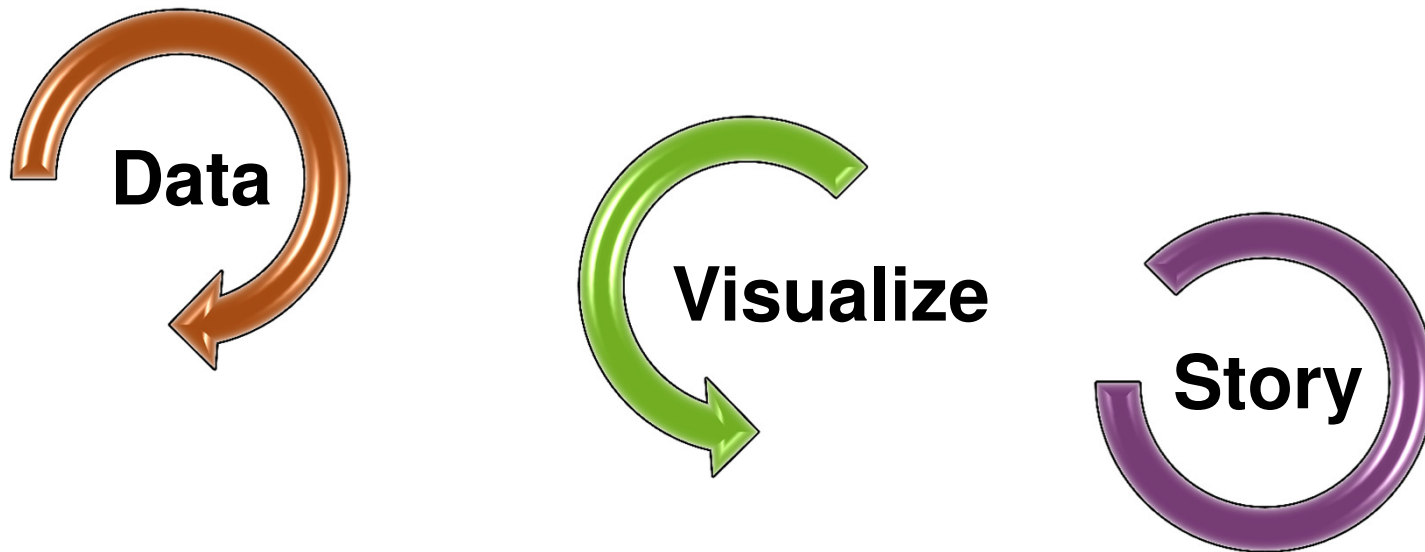
# Quantitative & Qualitative Data: Why Both Are Important

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## Data are “pieces” of information.

- Quantitative Data: Measurable or observable characteristics that can be used for descriptive, explanatory, or analytic purposes (e.g., federal indicators, Return on Investment [ROI])
- Qualitative Data: A “rich description” of an event or phenomenon that provides context and nuance (e.g., case notes, vignettes)

# Data Tell a Story



**What other types of data do you commonly use to tell the story of your VR program?**

# Data Tell a Story

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Data describe what is occurring within our VR programs and what is occurring as a result of our services.

- Administrative oversight
- Identification of promising practices
- Identification of needs
- Progress towards programmatic improvement



# Audiences for the Data

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VR agencies report and publicize data to three distinct audiences:

- **Federal** – Rehabilitation Services Administration, Congress
- **State** – Program administrators, elected officials
- **Community** – VR consumers, the business community, general public

# Using Data to Tell A Story:

## State Audience Examples

# Example: Return on Investment in Oregon

- State interest in the topic
- The average cost of VR services, the average financial benefits to the VR consumer, and the average financial return to the state



Table 12: Lifetime Benefit Breakdown

	Time Period and Perspectives			
	Next ten years		Lifetime (until 65)	
	Participant	Government	Participant	Government
<b>Estimated Benefit</b>	\$27,609.74	\$-	\$42,040.87	\$-
<b>Fringe Benefit</b>	\$8,172.48	\$-	\$12,444.10	\$-
<b>Subtotal: Estimated + Fringe</b>	\$35,782.23	\$-	\$54,484.97	\$-
<b>Taxes</b>	\$(9,679.09)	\$9,679.09	\$(14,738.18)	\$14,738.18
<b>Reduction in Public Assistance</b>	\$(1,795.31)	\$1,795.31	\$(2,786.98)	\$2,786.98
<b>Subtotal: Taxes + reduction in public assistance</b>	\$(11,474.41)	\$11,474.41	\$(17,525.17)	\$17,525.17
<b>Foregone earnings and loss of fringe benefits of foregone earnings</b>	\$(8,180.35)	\$-	\$(8,180.35)	\$-
<b>Loss of taxes associated with foregone earnings</b>	\$-	\$(2,212.79)	\$-	\$(2,212.79)
<b>Subtotal: Foregone earnings and associated loss of benefits/taxes</b>	\$(8,180.35)	\$(2,212.79)	\$(8,180.35)	\$(2,212.79)
<b>Program cost</b>	\$-	\$(3,231.35)	\$-	\$(3,231.35)
<b>Subtotal: Program Cost</b>				
<b>Total (Benefits – Costs)</b>	\$16,127	<b>\$6,030.27</b>	<b>\$12,081.03</b>	

**Benefit/Cost Per Person**

**\$6,030.27**

**\$12,081.03**

# Using Data to Tell A Story:

## Community Audience Example

# Example: Data and People in Georgia

- The community is the primary audience for this information
- Personal story of a VR consumer, coupled with data describing other VR consumers in the state







Charles Mason – VR client, Region 3B (Unit 6)

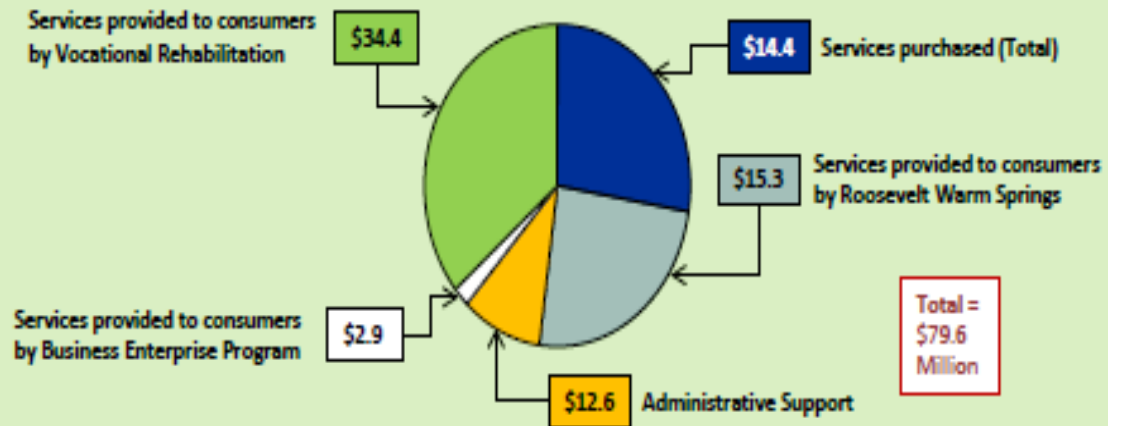
Twenty-seven years ago, Charles Mason was born 2 ½ months premature, and weighed in at 3 ½ pounds. He spent his first few weeks in an incubator where the oxygen that kept him alive also damaged his retinas, causing him to be visually impaired. He has diagnosed with retinopathy of prematurity.

On his birthday exactly twenty-five years later, he received word from his employer, AirTran Airways, that he'd been promoted to a Customer Care Specialist. And about two years after that, Charles earned the prestigious 2009 Excellence Award from AirTran, an honor given to only 47 of over 8,600 employees.

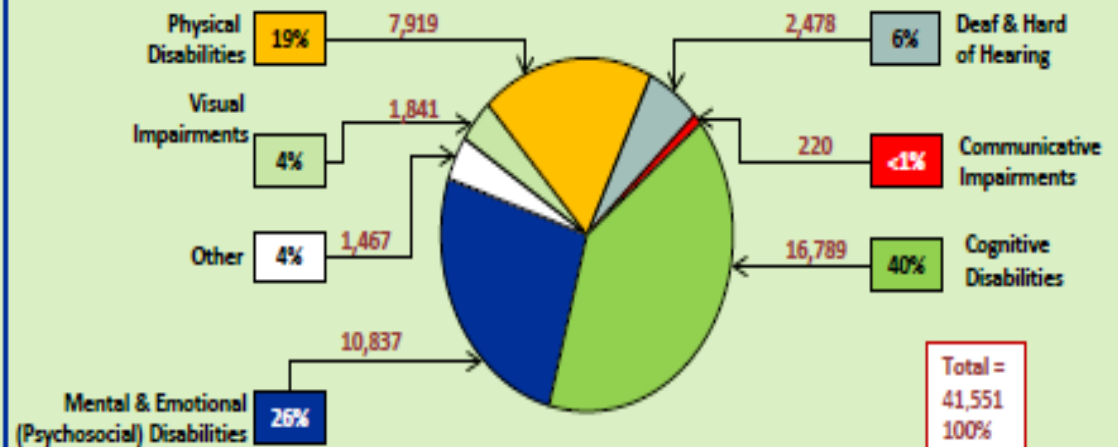
Charles' employment experience with AirTran Airways began in early 2007 when his VR counselor referred him to the Assistive Work Technology unit in College Park as an applicant for a Reservations Agent position.

## Georgia Vocational Rehabilitation Program - By the Numbers

### 110 Program Expenditures (SFY 2012)



### Total Clients Served – By Disability Category (SFY 2012)



# The Importance of Quality Data

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# Quality Data Allows Us To...

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- Gauge progress towards improvement goals
- Show potential VR customers the opportunities available through employment
- Describe the value of VR services to federal, state, and community audiences

# Compelling “Stories” Require Quality Data

To obtain quality data, it is necessary to use tools and practices that collect and analyze information in an informed, systematic manner.



# Validity & Reliability

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- **Validity** – Does it measure what it intends to measure?
- **Reliability** – Is there consistency in measurement?

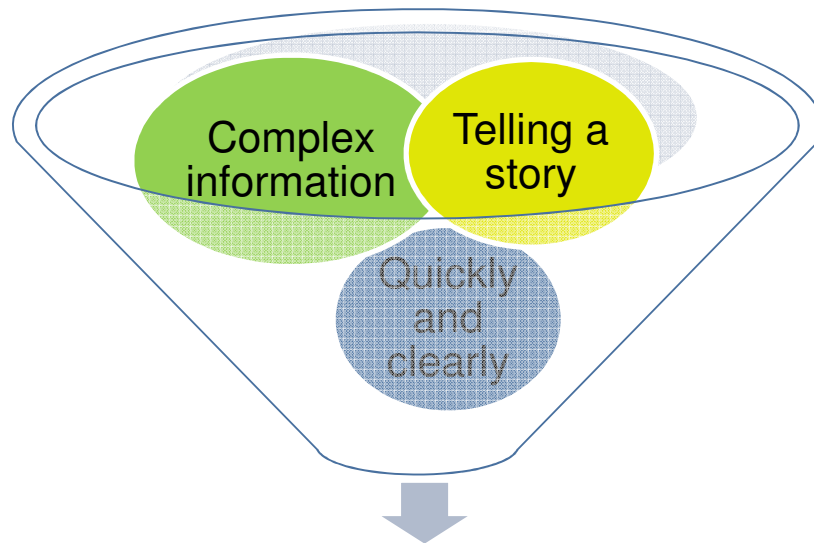
# Communicating With Data

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# Data Visualization



# Infographics



Graphic visual representations

- Visual design is used to communicate complex topics more clearly.

# Communicating With Data Through Visualizations: Nebraska

- Understanding training and development for consumers in Nebraska's VR agency



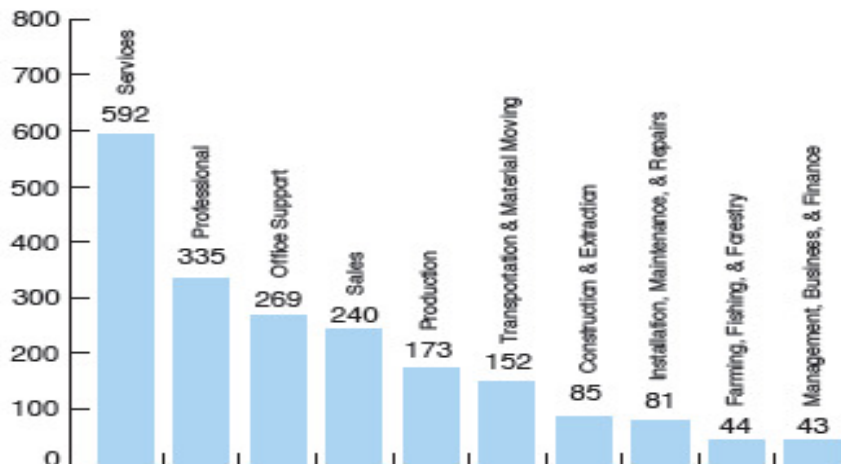
# Understanding Training and Development



Nebraska VR

vr.nebraska.gov

**2014 Occupation & Earnings for Competitively Employed Nebraska VR Clients**



## Nebraska VR Return On Investment

On average, a successfully employed person returns

**\$17.14**  
to Nebraska taxpayers  
for every  
**\$1.00**  
spent through  
Nebraska VR services.





# Data Dashboards

A visual representation of data that portrays changes within key indicators in nearly real-time.



# Communicating With Data Through Visualizations: Maine

- Maine VR and Department of Labor collaboration on the state VR agency annual report
- Online data with facts and figures relevant to VR agencies, consumers, advocates, policymakers, and others



# Data Dashboards

From 2010 through 2012, an average of 203,200 persons with one or more disabilities resided in Maine, equal to 15.5 percent of its civilian non-institutionalized population of 1.3 million. This proportion was higher than that of the United States, where an estimated 12 percent of residents had a disability.

Distribution of residents with disabilities by age group is nearly identical in Maine and the nation, in spite of Maine's older population. More than half of those with a disability are of working age (18 to 64 years).

Hover here for more information

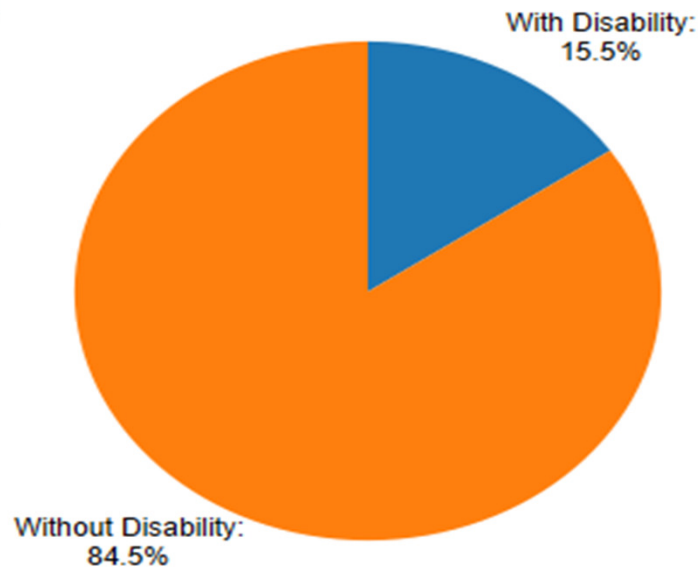
### Geography

- Maine
- U.S.

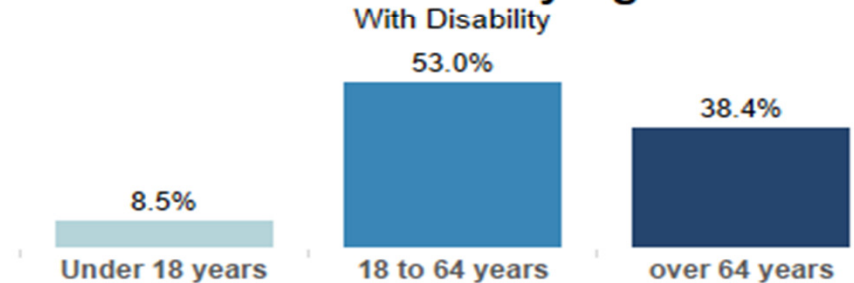
### Gender

- Male and Fe..
- Male
- Female

## Maine Male and Female



## Distribution by Age



[Hover over graphs to display details]

Source: 2010-2012 American Community Survey, Table B18101.

# Questions

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# Upcoming Webinars

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- Survey Methodology & Program Evaluation on **June 2, 2015 at 3 p.m. EST.**
- Future webinar topics will focus on VR competencies, assistive technology, and outreach to the business community.
- Please contact us with ideas for future webinars relevant to state VR administration.

# Additional Available Webinars

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- [Knowledge Translation: From Research to VR Service Delivery](#)
- [VR Counselors' Use of Evidenced-Based Practices Involving Motivational Interviewing\)](#)
- [Individual Placement and Support Model of Supported Employment](#)
- [Guideposts for Success to Support Employment Transition Returning to Work after Burn Injury](#)
- [Employment After Traumatic Brain Injury](#)

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