

DVRS Directors Report
Qtr. 2- Jan 1, 2025-March 31, 2025

DVRS Qtr 2- Updates

- **DVRS and SPAN** are in the process of developing a collaboration to assist with reducing communication gaps with incorrect and inconsistent information. The collaboration will include attending events, joining/attending meetings/training sessions hosted by DVRS, verifying information before sharing, and monthly check-in meetings with SPAN/DVRS leadership team members.

- **Business Outreach Services (BOT Team)**

DVRS BOT Consultants build and maintain relationships with employers and local offices to understand their needs and increase job opportunities for DVRS job seekers. The BOT focuses on several initiatives including the following:

- Employer Recruitments
- Targeted Hiring Events
- Participating in disability related committee in assigned counties.
- Consult with employers on Paid Internships & Apprenticeships and on the job training.

DVRS offices will continue to participate in job fairs, training and outreach initiatives, statewide.

- **SAME Hires**

DVRS has assisted with four SAME hires that include job placement in the following full-time positions:

- NJOIT- Information Technology Assistant
- Dept of Law and Public Safety- Human Resource Management- Personnel Trainee
- NJ Treasury- Customer Service Inbound II
- Dept of Education- Agency Service Representative Trainee

- **Community Rehabilitation Programs Unit (CRPU)**

Based on feedback received during our Leadership Field Visits, last year, the CRPU met with 38 Supported Employment Providers, to address some concerns of responsiveness, staffing, and service delivery. The meetings have been well-received and provide an opportunity for the CRPU chief to have an additional line of sight to address gaps in service delivery and communication. Relationships with our providers are crucial to the success of DVRS. Our goal is to improve all areas of service delivery in collaboration with our providers.

- **New Notice of Contract Opportunity (NCO) for FY26-** We have received approval for a new NCO that will begin 10/1/25 and run until 9/30/26. The NCO will focus on marginalized youth populations (Youth diagnosed with substance abuse disorder, identifying as LGBTQ+, Justice-involved youth, individuals with mental health diagnosis and underrepresented youth). The total budget will be up to \$2,750,000 with no more than \$500,000 per contract for a total of five (5) contracts.
- **Rapid engagement update-Timely Case Movement and Service Provision:** New Jersey DVRS continues to excel in timely processing of participants' DVRS cases. During the second quarter of FFY2025, there were **649 PE Applications entered, as of this week we have 1,380 PE Applications entered**, also during the 2nd quarter, we had **94%** eligible under 60 days and **61%** eligible under 30 days. We already see an increase of over 700 applications (at the beginning of the 3rd quarter) which significantly increases the application to eligibility/plan. This upward increase is due to improved communication and oversight. We expect to see additional improvement with improved reporting.

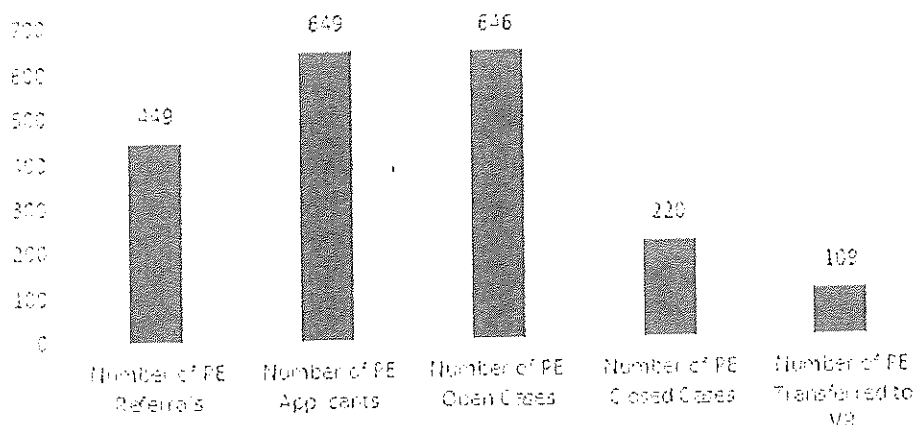
Total ELIG	1468	Total PLAN	1468
Total at or under 60	1379	Total at or under 90	0
% at or under 60	94.5%	% at or under 90	93.4%
RAPID		RAPID	
Total at or under 30	798	Total at or under 45	0
% at or under 30	61.5%	% at or under 45	62.6%

The chart above is a snapshot of rapid engagement for FFY25 Q2 (1/1/2025-03/31/2025)

- **Potentially Eligible (PE) Data-Quarter 2-** DVRS analyzes key performance data every week, month, and quarter, to identify gaps and trends, which are used to develop benchmarks for continuous improvement.

The chart below provides agency wide PE Metrics for 2nd Quarter.

Key Agency Wide PE Metrics Quarter 2 (Jan. 1 - Mar. 31) FFY 25



Local Office PE Data Quarter 2.

Name of Office	# of PE Referrals FY25 Q2	# of PE Applicants/Open Case FY25 Q2	# of Closed Cases in PE FY25 Q2	# of PE Closed Transferred to VR Open FY25 Q2
Bridgeton	26	27	7	7
Cherry Hill	20	25	27	13
Elizabeth	15	20	8	6
Hackensack	38	57	7	4
Jersey City	38	40	12	10
Neptune	5	73	9	8
New Brunswick	11	21	56	16
Newark	110	172	9	6
Paterson	3	4	0	0
Phillipsburg	29	28	8	5
Pleasantville	2	0	18	4
Randolph	66	73	22	1
Rio Grande	0	0	1	1
Sewell	15	15	3	3
Somerville	23	23	5	5
Toms River	20	31	14	12
Trenton	9	32	6	3
Westampton	11	8	8	5
Total	441	649	220	109

Monitoring, Assessment and Planning

- **FFY2024 Final Monitoring Report Update-** Corrective Action Plan (CAP) Response has been submitted to RSA. We are waiting for feedback from RSA. There were 5 findings and 11 corrective actions. We have developed a plan to implement improvements and update all policies and procedures.
- DVRS is still receiving technical assistance from Vocational Technical Assistance Center for Quality Management (VRTAC-QM). Our goals and objectives remain focused on improving overall efficiency and effectiveness. The VRTAC- QM still helps with the following:

- Assisted the agency in RSA-911 quarterly report to meet performance accountability requirements;
 - Assisted the agency in developing strategies for data analysis and data-informed decision-making utilizing various analytics tools such as Aware layouts/reports, Tableau, RSA Data Dashboard, and Excel with a focus on Credential Attainment and Measurable Skills Gains;
 - Assisted leadership in the development of quality assurance initiatives and case file review process;
- Provided staff training on primary indicators of performance, data validation, sanctions and negotiations, performance data requirements of the WIOA Performance Accountability System

CIE Pilot Program – July work through September

- The competitive integrated employment pilot program is a two-year pilot running from June 2024-July 2026 with a clear mission to improve employment opportunities for individuals with disabilities. Seven vendors have been awarded the grant based on their comprehensive holistic service models. These vendors are equipped to deliver robust training, credentialing, and wrap-around services that empower individuals with disabilities to access competitive integrated employment. Through industry specific credentials, such as serv safe and food handler certifications, along with paid internship opportunities, participants gain practical skills and real work experience, positioning them strongly for the workforce. Beyond employment training, supports include benefits counseling, transportation assistance, and other services focus on ensuring that participants have resources needed to achieve sustainable employment. The staff within the programs also receive advanced training (e.g. Certified Employment Support Professional (CESP) and Boggs certifications), which support delivering high-quality support to participants. To make the program visible and impactful, ongoing technical assistance and oversight will be provided to vendors, along with monthly check-ins. Vendors provide quarterly reports detailing progress, outcomes, and obstacles and in partnership with Rutgers Heldrich Center, the Office of Employment Accessibility Services is conducting an ongoing evaluation.

Staffing Update

Current Approved Positions, in process of hiring:

Field Staff:

- Manager 1, New Brunswick Office
- 8 Vocational Rehabilitation Counselors 1 (VRC)
- 3 VRC-1 bilingual variants

- 2 VRC-1 DLS variant
- 5 VRC-2 Positions for Promotions from VRC-1
- 2 Supervising VRC, Cherry Hill (candidate selected, awaiting hire) and Elizabeth
- 1 Clerk
- 20 Rehabilitation Aides

Administrative Office:

- Assistant Director (Administrative Services)
- 3 Program, Planning and Development Specialists
- 1 Senior Technician, Information Systems
- 1 Program Specialist 1 Position

New Employees Hired or Promoted: (**January 1, 2025 through April , 2025**)

- 4 VRC-1 positions
- 1 VRC-1 Bilingual Position
- 1 Clerk
- 2 Supervising VRC Promotions (Randolph and Phillipsburg)
- 1 Rehabilitation Aide (New Brunswick)

NJDOLE was issued a hiring freeze as of 01/01/2025, awaiting exemption approval from Governor's Office for many positions. VRC-1, VRC-2 and Rehab Aide positions are exempt from the freeze. These positions are still being filled.

Within the last week, we received 5 approvals for positions requested since January so approvals are starting to occur from the Governor's Office.

Selected Thank you Notes (Kudos) to DVRS

Neptune Office

Dear DVRS Team and especially Mrs. Risa Sha,

I am writing to express my sincere gratitude and appreciation for the exceptional service provided by Mrs. Risa Sha, who has been the counselor for my son, over the past year and a half. Mrs. Sha has been consistently wonderful during this time. She has been punctual, reliable, and incredibly attentive to my son's needs. Her professionalism and dedication have been clear in every interaction we've had with her. We are deeply grateful for her support and the positive impact she has had on my son's progress. As you know, individuals with special needs require a high level of attention, and Mrs. Sha has consistently gone above and beyond in providing it. Her commitment to helping families like ours is truly commendable. We cannot thank her enough for her constant support. Having a reliable and compassionate counselor like Mrs. Risa Sha has made a significant difference for our family, and we couldn't be happier with the service she continues to provide. Thank you once again to Mrs. Risa Sha, for her outstanding support! Sincerely,

-Parent of Consumer

I am very grateful for the financial assistance your good office has given me. I will do my best on my job to do the responsibilities expected of me. God bless you all. I truly appreciate Rosemarie for her care and kind consideration regarding my circumstances.

-Client

Somerville Office

Just wanted to say thank you for speaking with me and thank you for Your Wisdom.

Just leaving a course and the students and professors are very accepting of an older student.

The PEOPLE are nice. I will reach out to Richard. But I will go with the flow and just do what I need to do for my courses and not let it get to me what a few individuals did to me.

I know it's like giving it back to God 60 times a day until I only have to remind myself to give it back to God 6 times a day and maybe the next week or day I have to give it back to God 30 times again.

My friend used to say this. She said when you realize that you're stressing turn around and give it back to God. Some days will be 60 times and some days will be 6 times. Rinse and repeat.

I have to keep giving it back to God. And thanking God for the Angels He's put in my life and all around me.

Thank you for being one of those Angels. I sincerely appreciate your help And Wisdom on this journey.

It's a lil scary coming back at this age.

Thank you for making it better.

Respectfully,

-Client

I hope you're doing well.

I am writing to express my sincere gratitude for the exceptional support and guidance Deanna has provided to me. She made sure all went well with the entire process of my training and also for assisting with selecting a vendor for the employment specialist. I really enjoy working with her.

I hope she will be recognized.

Have a good day.

Best,

-Consumer

Trenton office

Hi Kim,

It was a pleasure to meet with you yesterday. I was particularly impressed by your professional presentation and explanation of Lydia's IPE to us in person. Lydia feels supported and is comfortable with the idea of reaching out to you once per month, as you suggested. And of course, we are both very appreciative of the generous grant being offered to her from DVRS to further her education.

*Kind regards,
-Client's mother*